



Welcome to Primary Health Medical Group. As your provider, I look forward to building a relationship with you centered on your health care needs.

My regular office hours are Monday through Thursday, 8:00 am – 5:00 pm. We do have same day and online scheduling available. To schedule an appointment, please call the clinic at 208-489-1450. If you need care outside of my regular office hours, please consider using one of the Primary Health Urgent Care clinics listed on our website at [www.primaryhealth.com](http://www.primaryhealth.com) under "Locations." With our electronic medical records system, any of the Primary Health Medical Group clinics will have access to your health records. For after-hours care, you can reach our on-call physician by contacting the answering service at 208-489-1450.

Providing quality care to my patients is important to me. As my patient, I ask you to be an active participant in your healthcare. Please arrive prepared and on time for your appointments. It is important for you to follow the health plan developed for you. Notify me if you are unable to follow your care plan or if there are changes to your healthcare including medications, hospitalizations, ER visits or specialist recommendations. Give my contact information to any provider you see outside of Primary Health.

You will be notified of any lab results by your preferred choice of communication within one week. Additionally, all normal lab results and prescription refills will be communicated to you via your preferred choice of communication; text or voicemail. Please contact the office if you do not receive your lab results within one week. You may notify your pharmacy for medication refills, please allow a minimum of 24 hours for us to process this request.

Thank you for choosing Primary Health Medical Group for your healthcare needs. At any time you are welcome to contact us at 208-489-1450.

Sincerely,

Rylan Chan, P.A.-C.  
Family Medicine Provider  
Primary Health Medical Group