



IMPORTANT INFORMATION FOR PATIENTS SEEING DR. TYLER DIXON

Contact Information

Tanner Clinic Scheduling: 801-773-4840

Tanner Portal: Set up and help at

801-773-4840 Extension 7500

Dr. Dixon Texting Line: 385-332-3388

tannerclinic.com for online scheduling

Mutual Respect

We strive to treat everyone with respect and courtesy. Please offer us the same in return. If we are not meeting your expectations, we want to hear about it so we can improve.

We genuinely love helping our patients.

Virtual Visits

Some things are very appropriate to address virtually. Things like mental health, general medical questions or medication concerns. Most other things should be seen in person. Patients on controlled pain meds need to be seen in person. Patients on stimulants may use virtual option twice per year.

Communication & Messages

Due to the large volume of questions each day, our preferred method is using our patient portal. Next option is to send us a text message. If you are unable to send a portal or text message a voicemail is acceptable. **PLEASE LIMIT YOUR COMMUNICATIONS TO ONLY ONE METHOD TO REDUCE CONFUSION AND DUPLICATION.**

We will not refill controlled meds or send in antibiotics without an appointment. We will continue to work hard to answer messages in a timely manner.

Medical Questions

If you are having a new persistent health concern or symptom, *please make an appointment so we can address it thoroughly.* Brief questions about medications or new symptoms *please send a portal or text message.*

Scheduling an Appointment

For regular follow up, medication refills, preventative visits, procedures or paper work please call the schedulers at Tanner Clinic or schedule online through the Tanner Clinic website. Please make appointments in advance to get your preferred day and time, try and schedule your next appointment before you leave.

We can accommodate our patients and help them avoid going to an urgent care. **For urgent care or immediate needs only**, have scheduler transfer to our extension to see if we have any same day appointments open. You may also ask our office directly for assistance by using our text line if you are having difficulties.

Services Provided

- ⊙ MALE AND FEMALE PREVENTATIVE VISITS: Physical Exams and vaccines
- ⊙ WELL CHILD EXAMS: guidance, vaccines, sports physicals
- ⊙ DIAGNOSIS AND TREATMENT MENTAL HEALTH: Depression, anxiety, ADHD
- ⊙ CHRONIC CONDITION MANAGEMENT: diabetes, hypertension, thyroid disorders, etc.
- ⊙ URGENT CARE OR ACUTE CONCERNS: lacerations, fracture care, sports injuries, sicknesses
- ⊙ IN-OFFICE ORTHO PROCEDURES: joint injections, tennis elbow injections etc
- ⊙ SKIN PROCEDURES: cryotherapy, acne treatment, Accutane and excisional biopsies
- ⊙ No scalpel no needle VASECTOMIES
- ⊙ NEXPLANON birth control insertion and removal

Lab & Lab Results

Previously we have drawn labs at your appointment then call with results. This would frequently lead to some miscommunication on the plan and confusion for our patients. We are changing the way this is done moving forward. For regular follow up visits on chronic conditions, preventative visits and physicals please come in for labs 7-10 days before your appointment so results are available at your appointment for review and discussion. Your labs will need to be ordered and this can happen when you schedule your next appointment before you leave. Don't come in for labs if there is no order ready. For labs, please do not eat anything for at least 8 hours. Please hydrate well with water and take your medications, just don't eat. If new labs are drawn at your appointment a follow up appointment may be needed to discuss them in more detail and the implications they have on your health. **We will mail your results and doctors recommendations within 2 weeks.** You'll be notified sooner for urgent things.

Procedures

Most insurances require a separate appointment for any procedure. **Please schedule a separate appointment for regular medical problems.** This also ensures the correct amount of time is reserved for you.

Medications

The number of refills we give you depends on the medication and the condition being treated. Please make sure you get ALL your meds refilled at your appointment. We will give you enough until you need to be seen again. Please avoid sending messages requesting refills or med changes, a follow up appointment is needed. We can give you a short courtesy refill on some medications until you can get in for an appointment but this should be the exception to the rule.

Appointments

We will try to address your concerns at each appointment however there may be times a patient has numerous important health concerns and more than one appointment may be needed. This is always a balance but these rules are primarily driven by insurances. Please help us know your biggest concerns first to make sure it gets addressed. If you need a physical or preventative exam and also have a new medical problem, these should always have separate appointments.



Referrals for Imaging Studies or other doctors:

We will notify you with referral information. If you have not heard from us in 10 business days, please send us a message. Usually, the process is much shorter, but sometimes insurance approvals take a few weeks to get done.