DOCTOR DOUG

*'The secret in the care of the patient is in caring for the patient'*

# Welcome!
# A Note From The Office Manager

Congratulations on selecting the best internal medicine practice in Phoenix. I want you to know what all of us truly believe: *the secret in the care of the patient is in caring for the patient."*

Whether you have come through a referral from a doctor or through the advice of a friend or relative, I would like to give you some background about our office.

Please take a few minutes to read our office packet. You will find some valuable information on how our office works and how you can access the staff and Dr. Lakin for your medical needs.

I also want to introduce you to our website, www.doctordoug.com. Through our secure patient portal, we offer the convenience to schedule appointments, refill your prescriptions, and reference other specialty doctor's that Dr. Lakin works with on-line. We also publish a newsletter to update you on current medical issues, what's new in the office, and hopefully bring a smile to your face. Be sure to add your email address to the portal on our website to receive your copy.

Our office is equipped and staffed to provide a variety of comprehensive medical care services for our patients. For your convenience, we have a full laboratory drawing station in our office. When blood work is ordered, we can complete the work here, so you do not need to go to another facility. We usually have routine lab results in 24 hours. Dr. Lakin does treadmill testing in the office. We have a dedicated room for treadmill and EKG testing. We also do in-office glucose, urinalysis, and protime testing.

The office is conveniently located on the northeast corner of Mt View and 90th Street; minutes away from HonorHealth Scottsdale Shea Medical Center for emergency care, and Scottsdale Medical Imaging for radiology procedures.

Our staff members are all professionals in their fields. From our front desk, to our back office: we are here to help you with your medical needs.

Our billing supervisor is always available to answer questions regarding your insurance or account. She works closely with the staff to bill your visit with Dr. Lakin to your insurance correctly and in a timely manner.

I handle the Medicare remits, and manage the day-in-day-out office administrative duties. Please feel free to contact me. I am always available to speak with you regarding any concerns or questions.

Although we are not a 'concierge medical office', our practice does have an annual administrative fee of $350. Our administration fee is payable on your first visit or at the beginning each calendar year. This fee helps with the costs of all the extras our practice gives to our patients. We encourage you to take an active part in your healthcare and hope you join us for the many events Dr Lakin has planned for 2018.

Again, welcome to Dr. Lakin's practice. We look forward to serving your medical needs.

Sincerely,

*Nan Anderson Fa*

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# 'FROM THE DOC'

**Taking Control in 2018**

This is my 30th year practicing medicine and it remains my utmost passion. Despite the challenges of medical practice, which seems to get greater each year, the science of medicine continues to advance in exciting and unanticipated ways that fascinate and inspire. Cures for Hepatitis C, Chronic Myelogenous Leukemia, and great advances in diabetes control....are just a few of the latest improvements. Just this week a cure for Hemophilia A is reported in the New England Journal of Medicine (NEJM for those who recognize). Using the latest genetic techniques, a healthy gene for clotting factor VIII has been inserted into patients to resolve this genetic defect. Now patients who were tied to transfusions of clotting factors will produce their own healthy clotting proteins and rid themselves of the risks of fatal bleeding.

As the science advances, it seems like the system of insurance and healthcare is retrograde...the pains of attempting to remake of the entire healthcare system. To avoid being a victim of this change, it's important to take control of your health, both in good habits and in working within the healthcare system.

Our office, unchanging in the face of all the systemic changes, is a place of refuge and constancy. We are taking control in our office by sticking to what we do best....old fashioned personal medical care. For 42 years, the Lakins have been providing care in this valley and except for the new technology we employ for patient communication and efficiency, I know my dad would still recognize the office as created in the image and pattern he established. We will stay connected, working together to be in control of our future.

Good health for us all in 2018!

*Dr. Douglas Lakin*

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# VISIT DR. LAKIN'S WEBSITE!

**www.doctordoug.com**

# BE SURE TO REGISTER YOUR EMAIL ADDRESS FOR OUR NEWSLETTER

# DR. LAKIN'S SECURE PATIENT PORTAL 'MyHealthRecord.com'

Dr. Lakin and staff are very excited to announce our secure patient portal!
**We changed vendors, and our new secure portal, MyHealthRecord.com, is easier to use and easier for us to respond to your medical requests.**

**At your convenience**

- View your health record from any Internet-enabled device
- Exchange secure messages with Dr. Lakin and staff
- Request and manage appointments

**Anytime access**

- Lab orders
- Test results
- Upcoming appointments

**To be linked to our new patient portal, MyHealthRecord.com, you are required to complete a short questionnaire. This is a *very* simple process.... quick and easy. If you need assistance, we are always here to help.**

***Call us to get your invitation email and register today!***

# Join Dr. Lakin for his Podcasts at:

## www.doctordoug.com

**Or:**

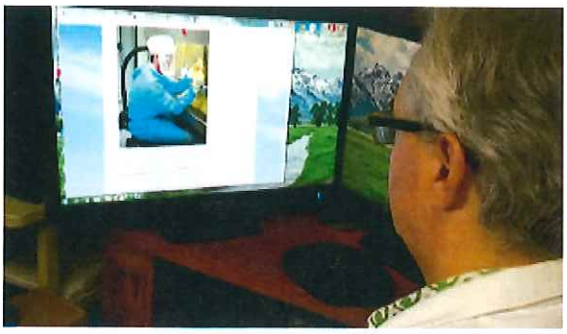
## douglakin.podomatic.com/

# Join Dr. Lakin on twitter:

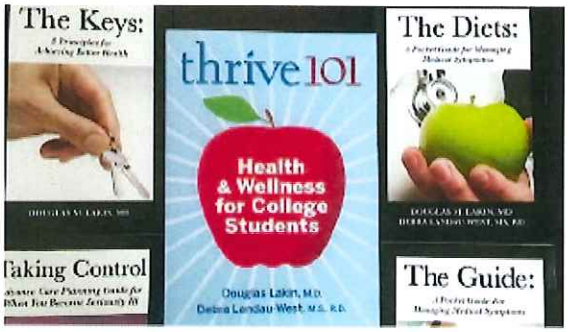
## User name: 'DoctorLakin'

## http://www.twitter.com

## Visit Dr. Lakin's Website For More……. www.doctordoug.com



**Read Dr. Lakin's Blogs!**




**Read Dr. Lakin's online Books!**

**Visit Dr. Lakin's Library!**

**View Dr. Lakin's Videos!**