

Office Policies



Dr. Dawn Potter-Balusik AP, DOM
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(727) 475-4710

Welcome to our Practice!

We have implemented these office policies & procedures to ensure safety & the highest level of care.

1. We do not dispense herbal medicine or supplements to those who are not active patients of Dawn Potter-Balusik (meaning you have been seen for treatment within the last 3 months.)
2. We are available for communication primarily via phone and e-mail. Please do not text, instant message, Facebook, or otherwise attempt communication, as these may not be received. Likewise, if you e-mail and do not receive a return e-mail within 24 hours, please call the office; phone is the most reliable route of communication for our office.
3. Dawn Potter-Balusik is available for communication with active patients for quick questions that can be answered briefly. If you have a more complex question or lengthy explanation, or if your question requires an in-depth answer, we may ask that you schedule an appointment.
4. We try to return phone calls and e-mails within a few hours, but sometimes that is not possible. However, we will always return phone calls by 8pm on Monday, Wednesday, and Friday, for sure, and perhaps other days as well.
5. We **do not** practice emergency medicine. If you have an emergency, please call 911 or report to your local emergency room or urgent care clinic. If you have an urgent situation that you think does not require an emergency room visit, and you think Dawn Potter-Balusik may be able to help, please phone us. We will do what we can for you, but if your situation worsens or if you do not hear back from us within a time-frame that is appropriate for your situation, please call 911 or report to your local emergency room or urgent care.
6. We keep your health information private. If you would like a copy of our Privacy Practices, please let us know.