



# OHSU Family Medicine at South Waterfront Patient Guide

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## Patient Guide

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# Welcome to OHSU Family Medicine at South Waterfront.

We are pleased you have chosen our practice for your primary medical care. This brochure describes who we are and what we do. Most importantly, it explains how we will be your partner to make sure you have the best possible health-care experience and you are able to meet your personal health goals. We encourage you to read this brochure and become familiar with our practice. We invite you to discuss questions you might have with your doctor or nurse.

## Getting to know us

### Who we are

OHSU Family Medicine at South Waterfront is a group of board-certified family medicine physicians, pediatricians, physician assistants and nurse practitioners. We provide routine, acute and preventive care for infants and children, adolescents, adults and the elderly. We offer women a full range of health-care services, including annual exams, maternity and pregnancy care. We develop relationships with our patients that allow us to respond to their changing needs in every phase of their lives. Some of us also specialize in certain procedures or have additional training in areas such as alternative/complementary medicine or sports medicine.

We make a special effort to understand our patients' health histories, their family responsibilities and the things that are important in their lives. We respect their beliefs, values and cultural needs. We care for people — while we treat their illnesses or medical conditions.

We are proud to help educate medical students at Oregon Health & Sciences University and to help train resident physicians who want to specialize in family medicine. Our family medicine doctors will closely supervise residents or medical students who assist in your care.

## Your health-care team

Our providers value the relationships they develop with their patients. Your provider will attend to your health-care needs whenever possible. On occasion, however, he or she may not be available. Because each of our providers is part of a team, you will be able to receive care even when your provider is out of town or otherwise unavailable. In addition to your personal provider, your health-care team may include other physicians, physician assistants, nurse practitioners, registered nurses, medical assistants and administrative staff. Although your personal provider will care for you most of the time, over time you will also get to know other members of your health-care team.

## Helping you achieve your personal health goals

As we get to know you, we will learn about your goals for a healthy life. We will advise you on ways to achieve a healthy lifestyle. We will offer suggestions on diet, exercise, stress management, avoiding substance abuse, and sexual and reproductive health. We will suggest health screening tests that are appropriate for your age and personal health risks. You will notice that in every exam room we have a summary of preventive health-care milestones that national health organizations recommend. We encourage you to discuss these milestones with your health-care provider.

## Quality – our #1 priority

We know that every patient expects to receive high-quality care when they visit our clinic, so we hold ourselves to the highest standards of medical practice and always focus on providing the very best that medical science has to offer. We are committed to making a positive difference in our patients' lives by helping them keep up to date on preventive services and managing their chronic illnesses. We believe that providing quality care means ensuring our patients receive the best care and the best service. Quality — it is our number one priority.

## Communication

Good communication will help us get to know you better. Learning about your health concerns and hearing your questions will help us decide on the best care. Some patients find it helpful to write down their questions and bring their list with them to their appointments.

We also want to be certain you understand the words we use, the treatments and medications we recommend and the directions we give you. If you don't understand, please ask us before you leave our office.

## MyChart — your online communication tool

Sometimes you or your provider may want to share information even though you don't have a scheduled appointment. We encourage every patient who has access to the Internet to sign up for **MyChart**. MyChart is an electronic way of viewing information in your OHSU medical record. Through MyChart you can see your test results, request appointments, e-mail your provider and even pay your bill. MyChart is an easy, efficient and completely private way for you and your health-care team to communicate when you don't have an appointment.

### ***Test Results via MyChart***

MyChart is a very convenient and private way for your provider to share test results with you. Usually we will share routine test results through MyChart or the mail, and only call with urgent results.

## Leaving phone messages

If you call our clinic during normal business hours and leave a message for your provider, you can generally expect to receive a return call within two hours (urgent issues) or one business day (non-urgent questions). If you have an emergency medical condition that requires immediate attention, please call 911 or go to the nearest emergency department.

## Services for you and your family

The relationship you develop with your provider will allow him or her to respond to your changing needs in every phase of your life. Your provider will care for you in the family medicine clinic, and also in the hospital, nursing home or hospice, and even at home. We offer many services in our clinic, including:

- ***Preventive care for men and women***  
(colon, prostate, cervical, breast and skin cancer screenings)
- ***Newborn through adolescent care***  
(well-child exams, immunizations, school and sports physicals)

- **Women`s health-care**  
(well-woman exams, contraception counseling/management, IUD placement, colposcopy)
- **Family-centered maternity care**  
(pre-pregnancy counseling, prenatal care, ultrasound, delivery services that include cesarean section and vaginal birth after cesarean, newborn care)
- **In-office procedures**  
(vasectomy, newborn circumcision, skin biopsy/lesion removal, endometrial biopsy, flexible sigmoidoscopy, toe nail removal, suturing, splinting and casting)
- **Sports medicine**  
(fitness evaluations, consultations and injury care)
- **Geriatric care**
- **Travel medicine**  
(travel immunizations, health information and education)
- **Behavior medicine specialists on site**  
(counseling and psychiatric evaluation)
- **Integrative medicine, including acupuncture**

# Visits to Family Medicine

## Registration, health insurance and Access Assured

When you first become a patient at OHSU Family Medicine at South Waterfront, we will ask you to register. During registration we will ask you for important personal information, including such things as your name, address, date of birth, health insurance and a telephone number should we need to contact you. We use this information to create an OHSU medical record, to ensure we correctly identify you when scheduling appointments and to properly process bills following your visits. Each time you schedule an appointment we will confirm your personal and insurance information has not changed since your last visit.

### *Access Assured*

We believe adults and children should have access to necessary health-care even if they do not have health insurance. Access Assured is a special program to support families who do not have health insurance. Access Assured is a membership program that allows individuals who do not have health insurance to receive their basic health-care at OHSU Family Medicine at South Waterfront. If you do not have private health insurance and want to receive care at our clinic, you must enroll in Access Assured. For more information, please ask us for an *Access Assured* brochure and enrollment form.

## Hours and appointments

### *Hours of operation*

Monday – Friday:     8 a.m. – 8 p.m.  
Saturday:             9 a.m. – 1 p.m.

### *Scheduling an appointment*

Please call 503 494-8573 to request an appointment. We always have some same-day appointments available for more urgent situations. When you make an appointment, please explain the reason for your visit. Sharing this information will help us plan for your visit and reserve the appropriate amount of time for you and your provider to discuss your health concerns.

## Late arrivals and cancellations

We understand that once in awhile you may be delayed or have to cancel. If it appears you will be late for your appointment, please call to let us know you're on your way. We will do our best to see you as quickly as possible or we will reschedule your visit for a more convenient time. If you must cancel an appointment, please call 503 494-8573 at least four hours before your appointment time.

## The day of your appointment

Please arrive 10 minutes early for your appointment. This allows us to see you and our other patients in a timely manner.

When you arrive at our clinic, please check in at the front desk. Our goal is to complete your visit, including necessary lab tests, within one hour of your check-in time.

At the end of your visit, we will give you a printed after-visit summary for you to take home. We suggest you look over the summary before you leave the clinic and ask for an explanation if you have any questions. The summary will include:

- Your vital signs (temperature, blood pressure, etc.)
- Information about prescriptions
- Special instructions from your provider
- Phone numbers to schedule referral appointments your provider wants you to have
- Information about follow-up appointments your provider wants you to have

## After-hours and emergency care

When our clinic is closed, one of our physicians is available to talk with you by phone about urgent medical conditions. Just call the clinic number and ask for the Family Medicine physician on call. You can expect to receive a call back within one hour. This service is available 24 hours a day, every day of the year.

If you need emergency care, or our clinic is closed and you can't wait for an urgent same-day appointment, we encourage you to visit the OHSU and Doernbecher Emergency Department if you can safely and quickly do so. Our providers are able to admit patients to OHSU Hospital and Doernbecher Children's Hospital. Your provider, or one of his or her colleagues, will be able to care for you while you are in the hospital.

If your medical condition requires more immediate attention, please call 911 or go to the nearest emergency department.

## **Bills, payments and financial assistance**

How you pay for your health-care will depend on whether you have health insurance or are a member of Access Assured. Sometimes payment may be required at the time of your visit. When you schedule your appointment, we will let you know about any payment requirements.

### ***Bills for your visits***

Usually there will be two bills for each visit:

1. A bill from the OHSU Medical Group for your provider's services
2. A bill from OHSU Healthcare for other costs associated with your visit (nursing services, supplies, tests, etc.)

*How those bills are processed depends on whether you have health insurance.*

If you have questions about your OHSU Medical Group bill, please call 503 494-8417.

If you have questions about your OHSU Healthcare bill, please call 503 494-8760

### ***Paying your bills if you have insurance***

We expect you to pay insurance co-payments when you check in for your appointment. After your appointment we will send you a Summary Statement to let you know we have sent the bill for your visit to your insurance company for payment. Your insurance company may send you an Explanation of Benefits (EOB) indicating the amount they will pay and any remaining amount that is your responsibility. If there is a balance due, we will bill you after we have received payment from your insurance company.

*A reminder:* It is always wise to check with your insurance company to confirm your benefits and coverage before receiving care. This is particularly important if your family medicine provider refers you for an appointment with a provider in a different clinic. If you receive care that is not authorized by your insurance company, you may be responsible for more, or all, of the bill.

### ***Paying your bills if you are an Access Assured member***

If you are an Access Assured member, we will bill you after each visit. Your bill will include any discount the OHSU Financial Assistance Office has determined you are eligible to receive.

### ***Financial assistance***

If you believe you may have difficulty paying for your visits, please contact the OHSU Financial Assistance Office at 503 494-8505 to see if you might be eligible for a discount on fees charged for care we provide during your Family Medicine visits.

### **Referrals**

Your family medicine provider will be able to care for most of your health needs. Sometimes, however, your provider may suggest you schedule an appointment with a specialist. Being part of the OHSU community means you have access to some of Oregon's premier specialty physicians. Many OHSU specialists have offices in our building, while

others are located on Marquam Hill. If you think you may need to see a specialist, please call us first and schedule an appointment to discuss the available options. As part of the referral process, your provider will indicate how urgent the appointment is and enter that information in your electronic medical record. Although we will write the referral, it will be your responsibility to call the specialist's clinic to schedule your appointment. Please remember that if you have health insurance, it may take a week or so for your insurance company to approve the appointment with the specialist.

### **Medications and refills**

Medications are often part of managing acute and chronic medical conditions. It is important for us to keep an accurate, up-to-date record of your medication, vitamins and supplements. Your provider will review your medication list at the beginning of each visit. If you sign up for MyChart, you can review your list online.

Your provider may prescribe a medication that requires extra monitoring or regulating. He or she will talk with you about regular follow-up and refill guidelines for that particular medication.

### ***Filling your prescriptions***

You may submit prescriptions you receive from your Family Medicine provider to any pharmacy in Oregon for filling. Please confirm with your health insurance company if there is a requirement for you to fill your prescriptions at a specific pharmacy. For your convenience, there is an OHSU Pharmacy located in the lobby of the OHSU Center for Health & Healing.

### ***Refills***

Contact your pharmacy when you need a refill for your medication. Your pharmacy will contact us if your prescription needs additional refills. We will notify you if your provider wants to see you before refilling the prescription. To ensure you don't have a gap in your medication, please plan ahead and arrange for your refills at least three business days before you run out.

## **Laboratory, Radiology and Day Surgery**

Our patients have easy access to laboratory, radiology and day surgery services that are located in the Center for Health & Healing.

### ***Laboratory testing***

We are able to perform many lab tests in our clinic. Some special lab testing may require a visit to the lab on the third floor of the OHSU Center for Health & Healing or the lab in Physicians Pavilion on Marquam Hill Campus. We will direct you to the appropriate location.

### ***Radiology***

MRI, CT, ultrasound, fluoroscopy and routine X-ray services are offered on the third floor of the OHSU Center for Health & Healing, as well as on the 10th floor of OHSU Hospital on Marquam Hill Campus. The Women's Imaging Center is located on the seventh floor of Kohler Pavilion on Marquam Hill Campus. When making radiology appointments, be sure to ask where the appointment will be.

### ***Day Surgery***

Many procedures are now performed without a required hospital stay. OHSU has two Day Surgery locations, one on the third floor of the OHSU Center for Health & Healing and one in Multnomah Pavilion on Marquam Hill Campus. When scheduling Day Surgery, be certain to ask where the surgery will take place.

## **Paperwork completion**

Please call to schedule an appointment if you have forms that require your provider's signature (e.g., disability statements, work release forms, parking permit authorizations, etc.). By reserving time for your provider to review your paperwork, we are able to accurately complete it in a timely manner.

# Planning for your visits

## Parking

We offer our patients free parking in an under-ground parking garage beneath our building. The entrance to the garage is on S.W. Whitaker, across from the entrance to the OHSU Center for Health & Healing. Please take your parking receipt with you to your appointment so we can validate it.

## Public Transportation

Portland's streetcar, bus and tram provide public transportation to South Waterfront and the Center for Health & Healing.

### ***Bus***

There are a number of TriMet bus routes that serve Portland's South Waterfront and the OHSU Center for Health & Healing. Please check TriMet's Web site at [www.trimet.org](http://www.trimet.org) for more details.

### ***Streetcar***

The Portland Streetcar stops at the corner of S.W. Moody and S.W. Gibbs, which is across the street and just a short distance north of the OHSU Center for Health & Healing. This is the most convenient stop when you are arriving for your appointment. After your appointment you may use the same stop, or the stop at S.W. Bond directly opposite the entrance to the Center for Health & Healing. The streetcar accommodates bikes and wheelchairs. Schedules and fare information are available online at: [www.portlandstreetcar.org](http://www.portlandstreetcar.org).

## Smoking restrictions

All OHSU property, including the OHSU Center for Health & Healing and its garage, are non-smoking. For the health and safety of our patients, visitors and employees, you must refrain from smoking inside or outside the OHSU Center for Health & Healing or its garage. This no-smoking area includes all sidewalks surrounding the center.

## Winter precautions

We make every effort to keep our clinic open during all kinds of weather. Sometimes, however, winter weather makes it unsafe for our patients and staff to travel. In those instances, we may change our appointment schedule. If you are uncertain about road conditions in South Waterfront, or find it impossible to get to your appointment because of weather conditions where you live, please call us at 503 494-8573.

# Privacy, rights, responsibilities and safety

## Patient privacy

Oregon Health & Science University and OHSU Family Medicine at South Waterfront protect the privacy of your patient information. If you would like a copy of the OHSU Notice of Privacy Practices, please ask for a copy at your next visit or call 503 494-0444.

## Patient rights, responsibilities and safety

As an OHSU patient, you have several rights, including the right to respect, privacy and dignity. As an OHSU patient, you and your visitors also have responsibilities, such as the responsibility to be considerate and respectful of others. You also have the right to receive safe medical care. Being involved in your care is one important way to be certain you are safe. Your rights, responsibilities and safety are explained in the *Patient Rights, Responsibilities and Safety* brochure. Ask for a copy at your next visit.

# Sharing your thoughts with us

## Compliments

We are proud of the commitment our providers and staff make to each of our patients. They always seek ways to provide the highest quality of care with compassion, respect and understanding. If you have been particularly pleased with the service you have received from our staff and you want us to share a compliment with them, please let us know before you leave the clinic, or call or write to us after your visit.

### **OHSU Family Medicine at South Waterfront**

3303 S.W. Bond Ave., 9th floor

Portland, OR 97239

**Phone:** 503 494-8573

**Fax:** 503 494-3457

## Concerns and complaints

The goal of every member of your health-care team is to ensure you have the very best experience possible during your visits. If you are concerned or upset with something that occurred during your visit, please feel free to talk with any staff member so we can address the issue or resolve any misunderstanding before you leave the clinic. If you still have a concern after talking with our staff member, you may contact OHSU Patient Relations by phone, mail, fax or e-mail.

### **OHSU Patient Relations**

Oregon Health & Science University

Mail code UHS-3

3181 S.W. Sam Jackson Park Rd.

Portland, OR 97239-3098

**Phone:** 503 494-7959

**Fax:** 503 494-3495

**E-mail:** [advocate@ohsu.edu](mailto:advocate@ohsu.edu)

*We look forward to building a relationship with you and fulfilling the unique role as your family doctor.*

*Please contact us with your questions or concerns about information contained in this brochure. We value your feedback.*

# My health-care notes

*Note: We suggest you use pencil so you can make changes and update your records as needed.*

**My clinic:** OHSU Family Medicine at South Waterfront

**My clinic's address:** OHSU Center for Health & Healing  
3303 S.W. Bond Ave. (9th floor)  
Portland, OR 97239

**My clinic's telephone:** 503 494-8573

**My clinic's fax:** 503 494-3457

**My provider's name:** \_\_\_\_\_

## Immunization Record (Dates)

Tetanus \_\_\_\_\_

Pneumonia Vaccine \_\_\_\_\_

Flu Vaccine \_\_\_\_\_

Other \_\_\_\_\_

## Drug Allergies (update regularly and notify your provider of any changes)

Drug: \_\_\_\_\_ Reaction: \_\_\_\_\_

Drug: \_\_\_\_\_ Reaction: \_\_\_\_\_

Drug: \_\_\_\_\_ Reaction: \_\_\_\_\_

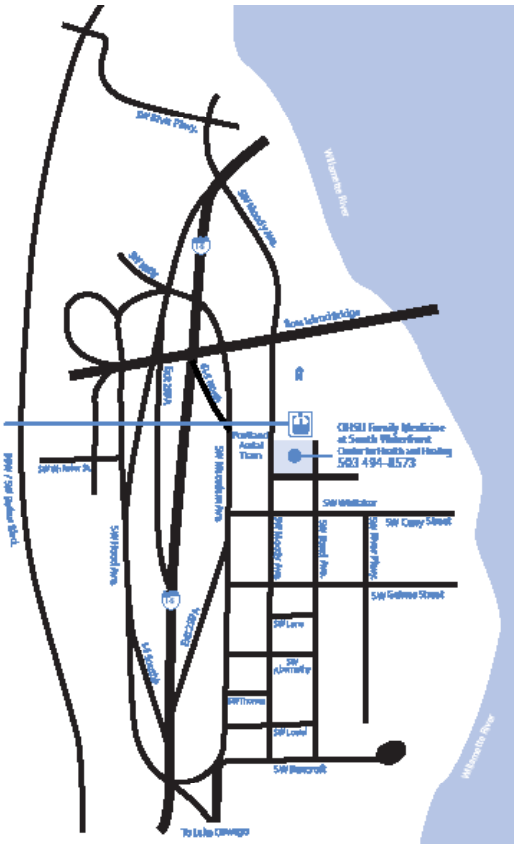
Drug: \_\_\_\_\_ Reaction: \_\_\_\_\_

Drug: \_\_\_\_\_ Reaction: \_\_\_\_\_

## Current Medicines (include prescription medications, over-the-counter medications, herbal supplements, vitamins and minerals)

Start Date	Medication Name/Dose	Directions	Reason for Taking	Stop Date

*Please notify your provider during your next appointment if this information changes.*



## OHSU Family Medicine at South Waterfront

OHSU Center for Health & Healing  
 3303 S.W. Bond Ave. (9<sup>th</sup> floor)  
 Portland, Ore. 97239

Phone: 503 494-8573

Fax: 503 494-3457

*Free parking available*

### Hours

Monday – Friday:  
 8 a.m. to 8 p.m.

Saturday:  
 9 a.m. to 1 p.m.

Oregon Health & Science University includes four schools, OHSU Hospital, Doernbecher Children's Hospital, numerous primary care and specialty clinics, multiple research institutes, and several outreach and public service units.

OHSU protects the privacy of its patient's personal health information. If you would like a copy of the OHSU Notice of Privacy Practices, please ask for a copy at your next visit or call 503 494-0444.

OHSU is an equal opportunity, affirmative action institution.

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[www.OHSUhealth.com](http://www.OHSUhealth.com)