



REEDSPORT MEDICAL CLINIC

385 Ranch Road • Reedsport, OR 97467

Primary Care Provider Ph: (541)271-2119/ Fax: (541)271-9338

Surgeon and Orthopedic Ph: (541)271-2119/ Fax: (541)271-6362

Dear Patients,

Our Goal at Reedsport Medical Clinic is to give you the best quality of care in the most efficient way. We know that your time is precious and there are days that every minute counts. In order to keep things efficient it is important for patients to arrive for their appointments on time. We ask that you check in 15 minutes prior to your appointment. This allows time for updating paperwork or information in the computer. It also allows for the Medical Assistant to have you in the room and ready for the doctor to see you at your scheduled time.

When a patient does not arrive 15 minutes prior to their appointment, or arrive exactly on time or even a few minutes late this can cause delays in the patient flow. This then causes a domino effect and may back up the patients for the rest of the day. We want all our patients to have efficient care and this means all of us taking the initiative to be at the appointment a few minutes prior to the time scheduled and if you are going to be late please call us ahead of time. We will then let you know if you can still be seen or if you need to reschedule your appointment.

We appreciate your effort to be a few minutes early to your appointment this will ensure that you are finished on time and that everyone is taken care of efficiently.

Thank you,
The staff at Reedsport Medical Clinic



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Welcome,

Enclosed please find the paper work necessary to obtain an appointment with our Doctors. Please complete these forms and return them to our Receptionist. Upon approval, we will call you for an appointment. Normal response time is within a week of receipt of your application.

We appreciate your selection of this clinic to serve your medical and health needs, and will do all we can to provide the best of care. We have prepared this letter to answer some of the most common questions about our policies and the medical care we provide. If you need further assistance please contact our office staff.

TELEPHONES

Our main telephone number is 541-271-2119

For billing questions please call 541-271-6386

OFFICE HOURS

The office is open 8:00am to 5:00pm Monday through Friday. We are closed on all major holidays.

AFTER HOURS

Please contact Lower Umpqua Hospital for urgent issues arising after clinic hours. They will contact the appropriate "on-call" physician as needed for your assistance. Their phone number is 541-271-2171

CONTACTING YOUR PHYSICIAN

When you call our office please be prepared to tell our receptionist if your call is regarding an appointment, a medical question, or a prescription refill. For medical concerns, the Medical Assistant will contact you at their earliest convenience.

CO-PAYS and SELF PAY

Your co-pay is due at the time of your office visit. This amount is determined by your insurance company. Patients who are self pay will be required to bring a \$50.00 co-pay at the time of visit. We do have financial plans that you may talk with the billing department about if needed.

PRESCRIPTION REFILLS

To request prescription refills, please first contact your pharmacy before your medications run out. Your pharmacy will notify us for necessary authorization. Prescriptions that require written refills will be handled by the Medical Assistant. You will need to allow 2 business days for a response. All controlled substance prescriptions will now require a face-to-face visit with the physician prior to the prescription pick-up every 30 days. This appointment must be scheduled. This is now a clinic policy and is in accordance with regulatory demands. Please insure that you bring all your medications to each physician appointment.

CANCELLATIONS AND NO-SHOWS

Patients who do not notify the clinic 24 hours prior to their scheduled appointment, or as soon as possible in unavoidable situations will be charged a \$25 fee that must be paid prior to any subsequent visits. This fee will be held in the patient's account and returned to them should there be no further missed appointments. A second \$25 fee will be assessed for a second missed appointment. If a patient fails to keep 3 scheduled appointments within 1 calendar year the patient will no longer be permitted to make appointments in advance, only same day appointments will be given if a vacancy exists. If no vacancy is available, the patient will be directed to the District's Walk-in-Clinic or the emergency room.

UPDATING RECORDS

Updating your information is important. We require an up-date of your records on a yearly basis. We will need all of the information about your insurance coverage at the time of your visit. If there are any changes such as telephone, address, or insurance before your update please notify us as soon as possible.