

## Welcome to Hillsboro Medical Center 8<sup>th</sup> Avenue Primary Care

At the Hillsboro Medical Center 8<sup>th</sup> Avenue Primary Care, we strive to provide high quality care for our patients in a manner that is compassionate, thorough, and time efficient. We look forward to meeting you and having the opportunity to treat you as a patient. We would like to welcome you to our practice and thank you for choosing our physicians to participate in your healthcare. We look forward to providing you with personalized, comprehensive health care focusing on wellness and prevention. As continuity and coordination of patient care is essential in meeting your health care needs, our physicians, PA-Cs, medical assistants, and office staff work closely in a "team approach" to support your patient care.

Our office is open **Monday through Friday from 7:30 am to 5:30 pm**. Our phones are open Monday through Friday 8 am to 5 pm. An on-call triage nurse and/or provider will be available after hours.

**The new patient paperwork included in this packet must be completed before your new patient appointment.**

Please arrive 10 minutes early for your first visit. This allows you enough time to check in and update any registration or health information paperwork that we may need. We understand that under certain situations you may be unable to keep your appointment. If this should happen, please contact our office at 503-681-4233, we ask that you give a 24-hour notice for appointment cancellations.

Please bring all your prescription medications and any supplements in their bottles to your first appointment.

Our providers will help you in any way possible with your health care needs.

### Welcome to your Patient-Centered Medical Home

Thank you for choosing our clinic to be part of your healthcare team. We are committed to giving you the best health care possible by becoming a patient-centered medical home.

### What is a patient-centered medical home?

A patient-centered medical home is a system of care in where a team of health professionals work together to provide all your health care needs. Our goal is to provide care that is specific for you.

## Who is part of my medical home team?

Your primary care provider leads your care team. Other members include:

- Medical assistants
- Care managers
- Health Plan Coordinator (Referral Coordinators)
- Behavioral Health Specialist
- Panel Coordinators
- Registered Nurse
- Pharmacist
- Practice support staff

The members of our team work as “coaches” who help you get healthy, stay healthy, and provide the care that is right for you.

## What Can You Expect?

In a patient-centered medical home, we:

- **Help you understand your condition(s)** and how to take care of yourself. We explain your options and help you make decisions about your care. We provide you with information specific to your health.
- **Know you and your health history.** We know about your personal or family situations and can suggest treatment options that make sense for you.
- **Provide appointments at times that are convenient for you.**
- **Address behavioral health issues.** Our practice can screen and treat you for behavioral health issues (such as depression) and connect you with other providers.
- **Coordinate care to a trusted specialist, when needed**, within OHSU Health Hillsboro Medical Center Hospital. Your medical team and specialists work together and share the same electronic medical record system. This allows coordination of care so you can get better faster.
- **Help transfer records from last provider.** We can make your transition seamless. Our secure portal (MYCHART) allows patients and care teams to interact, before during and after office hours. Sign up <https://mychartweb.ohsu.edu/mychartuality>. We will also text or email you an access code upon signing up and or check in.

We will ask for your preferred language during your first appointment check in. If you need a translator, please let us know. We use Linguava Interpreters for all translation needs.

## Here are some important things to know.

**Billing/Insurance:** Please bring your insurance card to each visit and/or notify us if there are any changes to your insurance plan or coverage. Co-payments are due at the time of your service.

**Appointment:** Please arrive at least 10 minutes prior to your scheduled appointment time.

**Cancellation and No Show:** We understand that under certain circumstances you may be unable to keep your appointment. If this should happen, please contact our office at 503-681-4233, we request a 24-hour notice for appointment cancellations. If you have two (2) no shows or three 3 missed appointments (no-shows or short notice cancellations) you may be discharged from care and asked to find a new provider. An appointment cancellation less than 24 hours is considered a No Show.

**Care Facilities:**

For patients that reside in care facilities of any type, please ensure that you bring any necessary paperwork, such as Physician Orders, with you to each appointment. You may be required to be seen by the physician at 90-day intervals to satisfy regulatory compliance.

**Medication Refills:**

All prescription refill requests should be initiated through your pharmacy. Please allow 48 hours to complete prescription requests. Refills will not be managed outside of office hours.

**Controlled Substance Policy:**

(opioid pain medications, buprenorphine, anxiety medications such as lorazepam, stimulant medications that might be used for attention deficit disorder)

In our clinic you will need a visit (in person, virtual or telephone) for controlled substance refills. At least one of your visits every year will need to be in person / in clinic. Please schedule these visits before you are out of medication. The provider will decide the number of visits needed. Urgent or early refills will be up to the provider to decide.

**Late Policy:** If you are more than 15 minutes late for your visit, you will need to reschedule your visit, and we will consider it a No Show.

**Paperwork/Forms:** We may ask any patient that needs paperwork completed by the provider to schedule another appointment. Examples of this type of paperwork would be FMLA forms, handicap parking permits. Please let our front office know what your needs are when you schedule your appointment.

**Behavior:** Our clinic will not accept any physical and/or verbal abuse towards any staff member. Any such actions will result in instant removal from the clinic.

**Prior Authorizations:** Surgeries, procedures, injections, and some medications need a prior authorization. Your insurance company should respond within 7-14 business days. Please allow this time for us to receive an answer from your insurance company.

Thank you for choosing our clinic as your healthcare provider, we look forward to helping you with your health care needs. If you have any questions, please feel free to ask.

I have read and acknowledge all the above clinic policies.

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Patient Printed Name

Date of Birth

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Patient Signature

Date