

## Welcome to Hillsboro Medical Center Women's Health Clinic

364 SE 8<sup>th</sup> Ave. Ste. 205 • Hillsboro, OR 97123

Phone: (503) 681-4145 • Fax: (503) 681-4146

Dear Patient,

Thank you for choosing Hillsboro Medical Center and the Women's Health Clinic. At the Hillsboro Medical Center Women's Health Clinic, we strive to provide high quality compassionate care and look forward to meeting you.

Our physicians, midwives, nurse practitioners, medical assistants, nurses, and office staff work closely as a team to support your patient care.

### Here are some important things to know:

#### **Office Hours**

Our office and phones are open Monday – Friday 8:00 AM to 5:00 PM. We have an on-call provider available 24 hours a day at 503-681-4145.

#### **Health History Form**

Enclosed please find New Patient forms that should be filled out before your appointment and brought with you. Please also bring your medication list with you.

#### **Arrival Time**

Please arrive 15 minutes early for your appointments. If you are 10 or more minutes late, we might need to reschedule your visit.

#### **Visit Expectations**

We will review your health status and the enclosed new patient forms during your first visit.

#### **Medical Records**

Please have your referring provider send copies of your medical records, labs, and imaging results to our fax number (503) 681-4146.

#### **Billing and Insurance**

Insurance cards should be brought to each visit. Please call our office if there is a change in your insurance plan(s) or coverage. You are responsible for knowing if your visit is covered by your insurance company. Specialist co-payments are due at the time of service.

#### **Prior Authorizations**

Surgeries, procedures, injections, and some medications require prior authorization that can take up to 14 days to be approved. Please allow this time for us to receive an answer from your insurance company.

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### **Medication Refills**

Please call your pharmacy to request prescription refills. Please allow 72 business hours to complete prescription requests. Refills will not be handled outside of office hours or on weekends.

### **Paperwork and Forms**

We require 7 business days to fill out and sign forms such as Family and Medical Leave (FMLA) forms, disability insurance forms, Paid Leave Oregon forms, etc. We may also ask you to schedule a separate office visit to discuss these forms.

### **Behavior**

We want this to be a safe and friendly place for everyone. To ensure that, we expect everyone to treat the staff and other patients kindly. Aggressive behavior, violence, or rude language will not be tolerated. This behavior could result in immediate dismissal from the practice.

### **Canceled/Missed Appointments:**

If you have two (2) no shows or three (3) missed appointments (no-shows or short notice cancellations), you may be discharged from care.

Please let us know if you have any questions or do not understand this information.

Thank you again for choosing Hillsboro Medical Center Women's Health Clinic.

**Please sign to acknowledge you have read and understand this information:**

\_\_\_\_\_  
Patient Signature/Responsible Party

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient Printed Name

\_\_\_\_\_  
Date of Birth