

LA PINE COMMUNITY HEALTH CENTER WELCOME INFORMATION

We appreciate the opportunity to provide you with compassionate health care. Our staff is made up of highly qualified professionals who work together as a medical team to bring you the highest quality treatment in a friendly environment.

APPOINTMENTS:

Our clinic is not an URGENT CARE; we are Family Practice Office that does have same day appointments available for those patients with acute illnesses or injuries. If you cannot keep your appointments, please give us 24 hours notice that you are cancelling or it is considered a no show. This is to allow us to get patients in that have an urgent issue. Please understand that emergencies do occur which can cause delays in our daily schedule, but we will try our best to honor your appointment time and stay on schedule.

TELEPHONE CALLS:

We must screen all calls to the providers during the office hours while they are seeing patients. Multiple phone calls the same day can delay returning calls to you and other patients. We try to return calls the same day. Many of these calls are returned during our lunch hour and after the clinic closes as the provider may not get to their messages until the last patient leaves the clinic. If we need to gather information that you requested, your call could take up to 24 hours before it is returned. We will make every attempt to address all Medically Urgent calls before we go home.

NEED TO REFILL YOUR PRESCRIPTION?

Please follow La Pine Community Health Center's Medication Policy. Following the clinic's medication procedure will expedite getting your medications.

- **There is no need to call our office.** Call your pharmacy directly and request your refill. Even if your bottle is labeled "no refills," there is **no need to call our office.** The pharmacist will fax your refill request to our office and it will be reviewed with your medical information.
- Request your refill from the pharmacy **at least five working days** before you will run out of the medication. Some pharmacies have a delay getting the information to our clinic. We are unable to authorize refills on weekends or after 4:00 pm Monday through Friday.
- Our office has **48 business hours to approve the refill request after we have received the fax from the pharmacy.** Please note our clinic does not typically do refills on Saturday. Any "controlled substance" (pain) medications are **NOT** filled on Saturday. These medications need to be approved by your Primary Care Provider (PCP) Monday ~ Friday.
- If you need a hard copy of your prescription, you will be called and asked if you would like to pick it up or have it delivered to DrugMart for you.
- **CALL YOUR PHARMACY TO SEE IF THE MEDICATION IS READY.**
- When you contact our office multiple times to inquire about your prescription, your chart is pulled and will be placed back in the nurses or providers review bin----in many cases, multiple phone calls keeps putting your chart on the bottom of the "to do" stack as the new message is now being processed.

Thank you in advance for assisting us to help you as quickly as possible.