



# FREQUENTLY ASKED QUESTIONS

## THE BASICS

**Q: How do I become a new patient of SouthRiver Community Health Center?**

**A:** Come to SouthRiver or call (541) 492-4550. We will connect you with our New Patient Coordinator to schedule your appointment, and will ask you to complete a New Patient Packet prior to being seen. This process allows your provider to appropriately treat your medical needs.

**Q: What do I need to bring to my first appointment?**

- A:** We ask that you bring the following information to your first appointment:
- Picture ID, state or federal issued and current—for example, a driver's license, ID card, or passport
  - Insurance information along with your co-payment
  - All medications you currently take—both prescribed and over the counter medications, including supplements and vitamins, in their original containers.

**Q: Are appointments required or do you accept walk-in visits?**

**A:** We do not offer a walk-in service at this time. We do have some same day appointments. You must call in at 8:00am to ask about availability. If a time slot is available, the nurse will tell you what time to check in to see the provider.

**Q: What if I cannot make my appointment?**

**A:** Please call our office as soon as you can. We request 24-hour notice for cancelled visits. This will allow us to offer the time slot to another patient.

**Q: If I need to see a specialist do I call and make an appointment with them?**

**A:** Most specialists require you to see and obtain a referral from your Primary Care Provider prior to making an appointment.

**Q: What do I do if I need my prescription refilled?**

**A:** Call your pharmacy to request a refill. The pharmacy will contact us if an authorization is needed. Please allow 72 hours processing time.

## PAYMENT & INSURANCE

**Q: What insurance plans do you accept?**

**A:** SouthRiver is a preferred provider for most health insurance plans, and we welcome patients covered by Oregon Health Plan and Medicare. Check with your insurance company to make sure SouthRiver Community Health Center is on your plan.

**Q: Do I need to select a Primary Care Provider with my insurance?**

**A:** This may be a requirement of your insurance company. If you are required to have a primary care provider, you will not be able to be seen at our clinic until one of our providers is assigned to you as your primary care provider.

**Q: Do you accept uninsured patients?**

**A:** If you are uninsured, we offer a sliding scale discount based on family/household size and net income. No one is turned away due to inability to pay. Our experienced staff will work with you to determine what your insurance will cover to make sure you get the care you need.

**Q: What if I am unable to pay my balance in full?**

**A:** It has been our policy to work with patients, as needed, to make financial arrangements that are reasonable and mutually beneficial. Upon approval by our billing department, monthly payments may be arranged to settle your account balance.

**Q: Where can I get more information?**

**A:** Please visit the Patient Information page on our website at [www.south-river.org](http://www.south-river.org) or call our office at (541) 492-4550.