

OUR RELATIONSHIP IS A PARTNERSHIP

Thank you for choosing NBMC to serve your medical needs and to maintain your health care. NBMC is a Patient-Centered-Primary-Care Home. This means our practice, as your medical home, will provide accessible, continuous, comprehensive, coordinated and compassionate patient-centered care. We welcome and invite you to participate in all aspects of your care. We would like to cover a few of our policies with you to optimize our ability to care for you.

AS YOUR MEDICAL HOME WE WILL:

- Take care of you when you are sick or healthy.
- Help you plan and/or set your goals for care, now and in the future.
- Talk with you about any testing or treatment that you may need.
- Work with you and other care providers to coordinate care.
- Communication is an important part of our relationship. If you are ill and feel you need to be seen urgently, please tell us at the time you make your appointment. The better we communicate the better we are able to care for you!

NOTICE OF YOUR RIGHTS

- You have the right to know that the Physician members of North Bend Medical Center own the North Bend Medical Surgery Center.
- You have the right to exercise your rights without being subjected to discrimination or reprisal.
- If a patient is adjudged incompetent under applicable state health and safety laws by a court of proper jurisdiction, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf.
- If a state court has not adjudged a patient

incompetent, any legal representative designated by the patient in accordance with state law may exercise the patient's rights to the extent allowed by state law.

- You have the right to voice grievances regarding your treatment or care. You may contact your Physician or our patient feedback liason at 541-267-5151 ext 1235.

If you are not satisfied with our response to your concern you have the right to call Oregon Department of Human Services, at 971-673-0540 or write to:

Oregon Department of Human Services
800 N.E. Oregon Street - Suite 305
Portland, OR 97232

If you have Medicare, you may call
1-800-MEDICARE (1-800-733-7227)

The Medicare web site is: <http://www.medicare.gov>

You may contact the Office of The Medicare Beneficiary Ombudsman. Log into the website above and type Ombudsman in the search window within that site.

North Bend Medical Center's mission is to provide the communities we serve with access to outstanding medical providers and high quality health care services delivered in a compassionate, respectful, and personalized manner.

NBMC Coos Bay

1900 Woodland Dr.
541-267-5151

NBMC Bandon

110 E. 10th St.
541-347-5191

NBMC Gold Beach

94180 2nd St.
541-247-7047

NBMC Coquille

790 E. 5th St.
541-396-3111

NBMC Myrtle Point

324 4th St
541-572-2111



WWW.NBMCHEALTH.COM



**“SERVING OREGON’S
SOUTHERN COAST”**



**COOS BAY
BANDON
COQUILLE
GOLD BEACH
MYRTLE POINT**

YOUR MEDICAL CARE TEAM

**YOU • YOUR PRIMARY CARE PROVIDER AND OTHER MEMBERS OF YOUR HEALTH CARE TEAM, INCLUDING: MEDICAL ASSISTANTS
PATIENT COORDINATORS • CASE MANAGERS • HEALTH EDUCATORS • BEHAVIORAL HEALTH SPECIALISTS**

CALLING FOR AN APPOINTMENT

North Bend Medical Center's main number is 541-267-5151. The line will be answered Monday through Friday from 6:30AM to 6:00 PM by an in-house operator. After hours calls will be answered by an answering service. When you call the main number we will provide your primary care providers extension and forward your call to their receptionist.

Our providers make every attempt possible to see you the same day if you are sick. Annual Wellness visits are usually scheduled within six weeks. You are encouraged to schedule your Annual Wellness visit yearly.

PHONE CALLS DURING OFFICE HOURS

Our assistants are happy to answer your questions during the day. Sometimes they are unable to answer your call immediately as they are providing patient care. If you cannot wait for a call back, push "0" to speak to someone immediately.

PORTAL COMMUNICATION

We encourage you to register for the Patient Portal. The Portal allows for quick, effective, and secure communication between you and your medical team. The Portal also provides you with access to your health records, as well as upcoming appointments and other important information.

ARRIVING FOR YOUR APPOINTMENT

Please allow plenty of time to arrive on time to your scheduled appointment, we suggest at least 15 minutes. We ask that you first check in at the front desk in our lobby. If you need wheelchair assistance, please pull up to the front of the clinic and our security team will assist you. If you arrive more than 10 minutes late for your appointment, you may be rescheduled as a courtesy to other patients who arrived on time. We make every attempt to stay on time; however sometimes emergencies may occur. In cases where we do get behind, we will make every effort to inform you of the delay.

CANCELING AN APPOINTMENT

Please call us as soon as possible if you cannot make your appointment. We understand that unexpected things happen and appreciate a call so that we can schedule another patient who needs to be seen that day.

We may be able to help with transportation. If you miss three or more appointments without calling to cancel, then you may be dismissed from the practice.

PREVENTIVE HEALTH

Preventive health is an important aspect of health care. Annual Wellness visits are usually scheduled within six weeks and take place once a year. Our goal is to not only treat you when you are ill, but to keep you healthy as well.

If you become ill and need to see a doctor, you will be seen as soon as possible.

MEDICATION MANAGEMENT

Please bring all of your medications in their original bottles/containers to every appointment including over-the-counter medication, vitamins and herbal therapies. An accurate inventory of your medications will help ensure your safety.

PRESCRIPTION REFILLS

Please call your pharmacy to request a refill, they will send the request to us. We ask you allow 2 business days to refill medications.

LAB/X-RAY RESULTS

We will notify you if the lab or x-ray results are abnormal. Please feel free to call us if you have not heard from us and would like to know your test results.

CO-PAY/PAYMENTS

If your insurance has a co-pay, you will be asked to pay when you check at the front desk in our lobby. If you do not have insurance, then you will be asked to pay a deposit, usually \$75 for established patients, and \$150 for new patients. Our Patient Services Department can help arrange a payment schedule for you

AFTER HOURS We encourage patients to call us if they have a question or concern that cannot wait until the next business day. There is always someone available to speak with. We encourage you to call before going to the emergency room if it is not life-threatening. Remember, calls after hours should be for emergencies only, they should not be for prescription refills or to make an appointment.

IMMEDIATE CARE CLINIC is available Monday - Friday 7am - 7pm. Saturday-Sunday 8am - 4pm.