

Patient FAQ's



UMPQUA
COMMUNITY
HEALTH CENTER

What if I don't have insurance or can't pay for my care?

UCHC offers a sliding scale discount based on income and family size. Our billing department staff are happy to help you complete the steps you need to take to get your discount—ask today! No patient is turned away by UCHC based on inability to pay.

I feel sick today..... can I get an appointment?

UCHC offers same day service at our Roseburg clinic on a first come, first serve basis. Please remember, on busy days this may mean a longer wait before seeing the medical provider.

How do I get my prescription refilled?

The fastest way to get a prescription refilled is to contact your pharmacy. The pharmacy will contact us to authorize the refill. You should do this one week before you will need your medication.

What do I do if I have a health concern after hours?

If you have an urgent concern and call UCHC after hours, please call UCHC's regular telephone number. There is an answering service who will direct your call to the UCHC provider that is "on call" for immediate advice on your health concern. Please remember, you should always call 9-1-1 if you have an emergency health situation.

What if I can't afford the medicine that has been prescribed?

UCHC has several resources that may help you to receive affordable medications. Tell your provider about your concerns so they can refer you to the UCHC staff familiar with these resources.

I can't make it to my appointment... what should I do?

If you can't make it to a scheduled appointment, please call as soon as you know you can't make it. This allows us to use that time for someone who needs it and to reschedule your time with your provider.

What services can I get at UCHC?

UCHC is a recognized Patient-Centered Primary Care Home. As a primary health care provider, we help you manage your chronic conditions and work with you and other health care providers to set goals and treatments that will help you to have the best health possible. We strive to be there when you need us and provide a range of services including dental care, mental health services, prescription assistance and health workshops. Personal assistance/coaching and/or referrals to community resources based on your needs can be provided by our Patient Advocate. Ask to meet with her today!

OUR ROLES IN WORKING TOGETHER:

As your Primary Care Provider, we will:

- Learn about you, your family, life situation, and health goals and preferences. We will remember these and your health history every time you seek care and suggest treatments that make sense for you.
- Take care of any short-term illness, long-term chronic disease, and your all-around well-being.
- Keep you up-to-date on all your vaccines and preventive screening tests.
- Connect you with other members of your care team (specialists, health coaches, etc.) and coordinate your care with them as your health needs change.
- Be available to you after hours for you urgent needs.
- Notify you of test results in a timely manner.
- Communicate clearly with you so you understand your condition(s) and all your options.
- Listen to your questions and feelings. We will respond promptly to you—and your calls—in a way you understand.
- Help you make the best decisions for your care.
- Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.

We trust you, as our patient, to:

- Know that you are a full partner with us in your care.
- Come to each visit with any updates on medications, dietary supplements, or remedies you're using, and questions you may have.
- Let us know when you see other health care providers so we can help coordinate the best care for you.
- Keep scheduled appointments or call to reschedule or cancel as early as possible.
- Understand your health condition: ask questions about your care and tell us when you don't understand something.
- Learn about your condition(s) and what you can do to stay as healthy as possible.
- Follow the plan that we have agreed is best for you health.
- Take medication as prescribed.
- Call if you do not receive your test results within two weeks.
- Contact us after hours only if your issue cannot wait until the next work day.
- If possible, contact us before going to the emergency room so someone who knows your medical history can care for you.
- Agree that all health care providers in our care team will receive all information related to your health care.
- Learn about your health insurance coverage and contact your insurance provider if you have any questions about your benefits.
- Pay your share of any fees.
- Give us feedback to help us improve our care for you.