

CONTACT

150 KENNETH FORD DRIVE
ROSEBURG, OR 97470

541-672-9596
541-672-7146 (fax)
umpquachc.org



ROSEBURG OFFICE
150 Kenneth Ford Drive
Roseburg, OR

MEDICAL ☺

Monday: 7:30am-6pm

DENTAL ☺

Monday-Friday: 8am-5pm



GLIDE OFFICE

20170 N. Umpqua Highway
Glide, OR

☺ Monday-Thursday 8am-6pm



SUTHERLIN OFFICE

123 Ponderosa Drive
Sutherlin, OR

☺ Monday-Friday: 7:30am-5:30pm



MYRTLE CREEK OFFICE

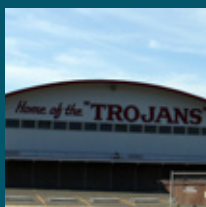
790 S. Main Street
Myrtle Creek, OR

☺ Monday, Tuesday, Thursday
& Friday: 8am-6pm
Wednesday: 8am-5pm



ROSEBURG HIGH SCHOOL
Roseburg, OR

Open when school is in session. Tuesday: 7am-11:30am and Thursday & Friday: 7am-3:30pm



DOUGLAS HIGH SCHOOL
Winston, OR

Open when school is in session. Monday: 7am-3:30pm, Tuesday: 12:30pm-3:30 and Wednesday: 10am-3:30pm

TELL US WHAT YOU THINK



UMPQUA
COMMUNITY
HEALTH CENTER

Caring for the community... on a personal level



Umpqua Community Health Center (UCHC) is committed to assuring that UCHC patients and clients are satisfied with the service delivery or quality of care they receive. Patient complaints help us to know what we can improve.

UCHC will handle all concerns/compliments in a respectful manner and will maintain the confidentiality of UCHC patients.



PATIENT COMMUNICATION PROCESS

Who can submit a compliment or concern?

A UCHC patient or his/her representative.

How can I submit a compliment or concern?

UCHC uses the Patient Communication Form to submit compliments and concerns. Any UCHC employee can provide the form, and assist you with completing the form. You can complete and file the form in person, by phone, or by mail.

Can I submit a compliment or concern without giving my name?

Yes, UCHC will review all communications. Be aware that UCHC will not be able to provide you with follow up about the communication if you do not provide your name or contact information.

How will I know my compliment or concern has been submitted?

If a concern has not been resolved within 48 hours, UCHC staff will notify you of receipt of the concern.

How will I know my concern has been investigated?

You will be notified in person, by telephone, or by letter that your concern has been investigated.

When can I expect to hear that my concern has been investigated and resolved?

Concerns should be resolved within 30 days. If UCHC is unable to resolve the concern within 30 days, you will be notified of the progress of the investigation within 30 days.

Will I be told what actions have been taken to resolve my concern?

UCHC will provide you as much information as possible without violating confidentiality regarding other individuals who may be involved in the investigation.

What if I'm not satisfied with the resolution of my concern?

If you are eligible for Medicare, you can file a complaint through the following web site:

<https://www.medicare.gov/claims-and-appeals/file-a-complaint/complaint.html>

If you are an Oregon Health Plan member, you may file a complaint through the following web site:

<http://www.oregon.gov/DHS/aboutdhs/pages/gao.aspx>

Whether or not you are eligible for Medicare, you may file a complaint with your state representative. You can find out who this is at the following web site:

<https://www.govtrack.us/congress/members>

If you need legal assistance, the Administrative Support Coordinator can provide a listing of Legal Services Offices upon request.