



White Bird Medical Clinic

1400 Mill Street Eugene, Oregon 97401
phone: 541.484.4800 fax: 541.344.8351

A PATIENT CENTERED PRIMARY CARE HOME

You get the same high quality medical care you have always received at White Bird Medical Clinic and more...

What is a Patient Centered Primary Care Home?

In a Patient Centered Primary Care Home, care is personalized, coordinated and delivered by a team of professionals that puts you at the center of your care team. In addition to you, the patient, the care team may include a doctor, nurse, medical assistant, and other health care professionals like a mental health counselor or a social services advocate.

Your care team:

- Coordinates your health care across settings, including among specialists and hospital care. This coordination can help prevent errors that occur when multiple providers are involved, and prevent duplication of tests and procedures.
- Focuses on preventive care and disease management, to help you stay healthy and manage your conditions in partnership with your doctor. Members of the care team will contact you when tests or office visits are needed to provide you with the best possible care.
- Knows you and provides care that accommodates your treatment preferences, life situation, and cultural & language needs.
- Actively involves you in making decisions about your care and supports you in taking an active role in managing your care.

Becoming a Patient Centered Primary Care Home is a choice we have made because we believe it will allow us to provide better care for you, our patients.

CLINIC CONTACT INFO, HOURS, AND PATIENT ATTENDANCE POLICY

Contact Information

During business hours, you can always expect to be able to speak with a registered nurse about your medical concerns. Additionally, you may call in for prescription refills, to schedule appointments, to coordinate your medical referrals or simply for medical information.

After our business hours, you may also call in and access our After Hours services, allowing you to speak with a registered triage nurse 24 hours a day.

White Bird Medical Clinic

- Phone: (541) 484-4800
- Fax: (541) 344-8351

White Bird Clinic also offers other non-medical services including dental, crisis counseling, behavioral health service including counseling and out-patient drug treatment and homeless case management. Please contact our crisis clinic for information on any of these services.

- Phone: (541) 342-8255

Hours of Operation

Monday: 9am-12pm

Tuesday: 9am-6pm

Wednesday: 9am-6pm

Thursday: 9am-6pm

Friday: 9am-1pm

No Show and Late Arrival

Patients who arrive 10 minutes or later may be asked to reschedule their appointment. Patients who miss or arrive chronically late for three appointments or more in a three-month time period will be subject to review and may be terminated from our practice.

PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights

As a White Bird Medical Clinic patient:

1. You have the right to considerate, respectful care.
2. You have the right to have us explain diseases, treatment, and results in an easy-to-understand way.
3. You have the right to expect that all communications and records about your health care will be treated as confidential, respectful of legal requirements.
4. You have the right to refuse treatment, as permitted by law, and to be informed of the medical consequences of that action.
5. You have the right to voice any concern or complaints that arise, without fear, regarding your health care with your provider or a staff member.
6. You have the right to receive nondiscriminatory care regardless of race, creed, color, religion, gender, gender orientation, national origin, disability, or age.
7. You have the right to involve yourself or your family in any aspect of your care.

Patient Responsibilities

As a White Bird Medical Clinic patient, you have the responsibility to:

1. Give your provider, clinic staff, and fellow patients respect and consideration. This includes no shouting, threats, cursing, or violence of any kind.
2. Provide complete, accurate, honest information about your health so that the staff can give you the best health care possible.
3. Keep your scheduled appointments or reschedule those appointments in advance.
4. Follow through with your care plan, including follow-up appointments, labs, and completing medications. Be sure you leave every visit with a clear understanding of expectations, treatment goals and future plans.
5. Let us know if you are unable to take your medicine or follow through with your care plan.
6. Discuss your concerns with the provider or a staff member should problems arise.
7. Treat the staff and clients / patients in the Clinic without discrimination regardless of race, creed, color, religion, gender, gender orientation, national origin or age.
8. Be active in your health care decisions. This includes involving your family and/or other trusted adults in any aspect of care that you feel would benefit your care.
9. Understand that your lifestyle choices effect your personal health.
10. Give us feedback so we can improve our services.