

Welcome to Downtown Gynecology! It is our goal to provide our clients with respectful, thorough, and all around excellent health care. It is important to us that you feel listened to and comfortable at this clinic. There are some things we'd like you to know about our practice that will help us all to manage your care most effectively.

CHAPERONES/ADVOCATES: You are welcome to bring a friend in to your appointment to act as a chaperone/advocate. You are also welcome to ask to have a staff member in the room during your appointment to chaperone or support you. There are times that our providers will be working with students or residents who will want to observe procedures and exams. You are always welcome to decline having observers in the room. There are also times that your provider will need to have an assistant in the room to help with a procedure that she is performing.

ON CALL COVERAGE: You can reach a physician from Downtown Gynecology after hours if you have an urgent need. Simply call our regular number and you will be transferred directly to our answering service. They can page a physician for you immediately. If you have any trouble reaching our answering service after hours, you may call them directly at (503) 294-1711. This service exists for you, so please do not hesitate to use it IF you have an urgent need that cannot wait until regular business hours. Typically your on-call physician will be Dr. Newhall or Dr. Kung; however, there may be other physicians, such as Drs. Clark, Kucera or Blake, who may take call for them infrequently.

MEDICATION REFILLS: There are two ways to request a refill of a medication that you have already been prescribed through Downtown Gynecology. It is fastest to refill your medications directly through your pharmacy. Simply call them and tell them you wish to pick up a refill and they will fax us a refill request, which we will handle promptly. Alternatively, you may call the clinic during our regular business hours and leave a message for your provider requesting a refill. Please provide the name of the medication and the pharmacy number you'd like us to call it in to. Please respect our on-call physicians and avoid using the after-hours call line for refill requests. While we will do our best to grant your refill request on the same day, please allow 3 business days for your refill to be processed.

MEDICAL RECORDS: We would be happy to make copies of your medical records for you at your request. All of the information in your chart is confidential and we will keep all your medical records private unless we have your permission to do otherwise.

CONTACTING YOU: If you have lab work done at your visit, we will contact you to inform you of the results. Normal results will typically be sent to you in the mail. If you have a result that we would like to talk to you about, we typically do that in person.

PHONE CONSULTATIONS: If you have a concern that you wish to discuss with your provider, but are unable to come into the clinic for an appointment, we may be able to set up phone consultations. These consultations may be covered by your insurance.

Thank you for trusting us with your health care. Please tell us if there is anything we can do to make your appointments more comfortable. Please contact us within 24 hours if you are unable to make an appointment. You may be charged \$35 for missed appointments. If you understand and agree to the above information, please sign below.

Signature of client

Date