WHAT CAN YOU EXPECT

A Patient-Centered Primary Care Home is a health clinic that is recognized for their commitment to patient-centered care. And just as it sounds, patient-centered care is all about you and your health!

Primary care homes are:

Accessible: Care is available when you need it, including someone you can talk to after hours.

Accountable: Your primary care home is responsible for providing the highest quality care to you and the community they serve.

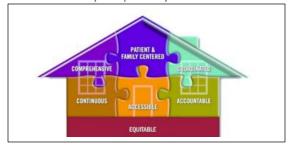
Comprehensive: You get all the care, services and information you need to stay healthy.

Continuous: Your health care providers get to know you and work with you over time to reach your health goals.

Coordinated: Your health care providers help connect you with the care you need in a safe and timely way.

Patient & Family Centered: You and your family are the most important part of your health. Your care is delivered with respect for your cultural background, and in your preferred language.

Equitable: You have the same access to care and the means to achieve health regardless of any background or circumstance. Equity is the foundation of your primary care home.



Office Hours

Monday through Friday 8 am to 5 pm

We also offer limited evening urgent care appointments during the winter months.

Telehealth visits available upon request You can reach us 24 hours a day at:

(503)657-7629

If we are not open, our answering service will reach the Provider on call. If a Provider has not responded within 15 minutes, call us back.

For prescription refills, please call your pharmacy.
Allow up to 72 hours for completion.

Reasons to Love our Patient Portal

• Send Non-Urgent Messages only

We respond to Portal messages within 2 business days. Allow extra time on holiday and weekends.

Ask a nurse a non-urgent question
Ask your Care Team chronic care
management questions
Ask to schedule non-urgent appointments
Request prescription refills (allow 72 hours)
Referrals to specialists
Medical records
Camp or school forms

• View and Print Your Child's Health Records:

Immunization records
Medication, Allergy and Problem Lists
Visit history and After-visit summaries
Growth charts
Test results

- Complete or update patient registration
- Send non-urgent billing related questions
- Be notified of and view upcoming appointments
- Receive reminders and links to pre-visit questionnaires
- 24/7 access to health education materials and your health record.

Visit the Patient Portal @ www.ocpeds.com

*OUR PORTAL IS FOR NON-URGENT COMMUNICATION

Oregon City Pediatrics



the solo pediatric practices of Magdalenne Corso MD, LLC James Resk MD, PC Troy Stoeber MD, LLC Kristine Bugakov MD, LLC

Office Location:

14279 S. Glen Oak Rd. Oregon City, OR 97045 Phone: 503-657-7629

Fax: 503-557-8651



As your primary care home, we will:

Better coordinate your care to help get you the services you need, when you need them.

Listen to your concerns and answer your questions.

Offer after-hours help and alternatives to the emergency.

Help you plan an active role in your health.

Your Good Health is our Primary Concern!

Getting the best possible care

Your primary care home will make prevention and wellness a top priority. If you have a special health concern or condition, your health care team will help connect you with other health professionals to get you the care you need. For example, they can connect you with a nutritionist, behavioral health specialist, or a care manager — whatever your health needs call for.

Your health care teams

Team Bugakov: Dr. Bugakov and Pam
Covers for Team Resk

Team Resk: Dr. Resk and JulesCovers for *Team Bugakov*

Team Corso: Dr. Corso and Tyler Kaley Zepeda, FNP

Covers for Team Stoeber

Team Stoeber: Dr. Stoeber and Whitney
Covers for Team Corso

Your Behavioral Health Provider Tim Galuza, PsyD.

Clinic Manager: Amy Referral Coordinator: Deanna Nurse Care Coordinator: Kristi, RN

Your health care team is led by your primary care provider. Everyone works together to make sure they are on the same page when it comes to your health to ensure you get the best possible care.



A Patient-Centered Primary Care Home is a health care clinic that has been recognized for their commitment to patient-centered care. In a Patient-Centered Primary Care Home, you're the most important part of your care.

The Patient-Centered Primary Care Home Program recognizes clinics as primary care homes and makes sure they meet the standards of care. The program is part of the Oregon Health Authority whose goal is to improve the health and care of all Oregonians.

As your primary care home, we will:

- Better coordinate your care to help get you the services you need, when you need them
- Listen to your concerns and answer your questions
- Offer after-hours help and alternatives to the emergency room
- Help you play an active role in your health



Your health care team wants you to speak up!

YOUR NEXT APPOINTMENT

- Bring a list of questions and tell your care team what important health issues you want to focus on first.
- Use your own words to repeat back the things you've discussed. This way, you and your care team will know the information is clear
- Ask your care team how to reach them after hours
- Before you leave, be sure you know when your next appointment is and the things you can work on to improve your health
- Stay up-to-date on health, safety, hygiene, nutrition and exercise announcements at our website www.ocpeds.com and check us out on Facebook!
- Let us know your preferred method for appointment reminders: Phone call, Text message or Email.

Grievance

If at any time you have any concerns, Please contact our office and ask to speak with our clinic manager.