

## 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.

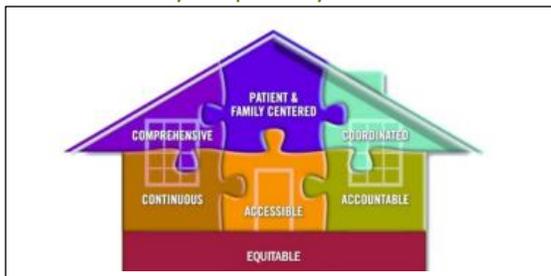
**Comprehensive:** You get all the care, services and information you need to stay healthy.

**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](http://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 Jules

Covers 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](http://www.ocpeds.com). Check us out on Facebook!
- Let us know your preferred method for appointment reminders: Phone call, text or email.

## Grievance Policy

Please refer to our clinic policies on privacy and non-discrimination to learn about your rights as a patient. You may request copies of these policies at any time.

If you have any concerns, please call our office and ask to speak with our clinic manager.