



Patient Handbook

Dear New Patient,

This handbook is to introduce you to our practice. Our goal at Southern Coos Hospital & Health Center (SCHHC) is to create an environment of compassion, teamwork, community, and integrity.

Please take the time to read this handbook before your appointment with us and write down any questions you may have. It may be helpful to keep this handbook for reference in the future.

At the end of this packet is an optional form to help you get ready for your first appointment.

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OFFICE HOURS AND AFTER-HOURS CALL LINE

Office Hours: Monday – Friday 7 AM – 5:30 PM

Phone Number: 541-329-0154

Please call us to schedule an appointment during office hours.

If you need non-emergency support after hours please call our main office line and you will be redirected to our triage line. The triage line can provide some medical advice and leave messages for your provider.

Southern Coos Hospital Emergency Department is open 24/7 and patients may access at any time across the parking lot from the clinic.

APPOINTMENTS

- You will receive a reminder call or text the day before your appointment.
- If you need to cancel or reschedule, please call us at 541-329-0154 at least 24 hours prior to your appointment.
- Please arrive 15 minutes early.
- Please come with a full list of medications including over-the-counter medications.
- If you are more than 10 minutes late, we will reschedule your appointment.
- If you miss three or more appointments without 24-hour notice, SCHHC may review your case for discharge from the clinic. Please let us know if there are things which make it difficult for you to make it to appointments.

SERVICES

Our clinic houses primary care, behavioral health, pain management and outpatient services

Primary Care

- Wellness and Health Exams
- Women's Health Services
- Men's Health Services
- Behavioral Health
- Immunizations
- On-campus Laboratory and Radiology
- Acute Care
- Seasonal illness
- Chronic Conditions
- Referrals to Specialty Care
- Chronic Care Management
- Osteopathic Manipulation Therapy
- Fast Track Appointments
- Pre-Employment Physicals

Outpatient Services

- Infusions
- Wound Care
- Catheter Maintenance
- Port/PICC Maintenance
- Ostomy Care Management
- INR
- Therapeutic Phlebotomy
- Holter Monitors
- Diabetic Education
- Injections

PRIVACY PRACTICES

Full notice of privacy practices can be found in our lobby. Here is a summary.

- We will keep your health information private.
- We will only share your information if needed to support your care, such as billing insurance.
- We will let you know promptly if your health information may have been compromised.
- You will receive a copy of our privacy practices.
- We will not use or share your information other than as described here unless you tell us we can in writing.

PATIENT RIGHTS

A copy of the full patient rights is posted in the clinic lobby or can be requested. Here is a summary of your rights:

You have the right to:

- Privacy and confidentiality of your personal health information
- Request copies of your medical records and information about medical record use.
- Care delivered in a manner free from abuse, discrimination or harassment based. SCHHC does not discriminate against race, national origin, age, sex, sexual orientation, diagnosis, and ability to pay for your care.
- Be treated with respect.
- Receive information concerning your health in terms you can understand.
- Have a chance to discuss your medical condition with a provider.
- Receive an explanation of any portion of your bill and apply for financial aid.
- Have an Advanced Directive or POLST followed by your health care team.

PATIENT RESPONSIBILITIES

As a patient, you are the most important member of our health care team. We encourage you to take an active role in your treatment.

Here is how you can participate in your care:

- Provide complete and accurate information about your health and health history.
- Become involved in your care by asking questions and becoming informed.
- Involve a family member or friend in your care.
- Follow the plan developed by you and your healthcare provider.
- Follow SCHHC rules and regulations.
- Show respect and consideration.
- Tell us about concerns or complaints.

SCHHC has a zero-tolerance policy for harassment.

A detailed list of patient responsibilities can be found in our lobby or may be requested in print by calling the front desk.



FILING A GRIEVANCE

If you have a grievance or believe your privacy rights have been violated, you can file a complaint with the Privacy Officer, Southern Coos Hospital & Health Center, in writing, in person, or by calling the Southern Coos Hospital & Health Center Risk and Compliance Officer:

Phone: 541-347-0512 (office)

541-347-2426 (front desk)

Email: info@southerncoos.org

Address: 900 Eleventh Street SE, Bandon, Oregon 97411

WEAPONS POLICY

Under no circumstance are any weapons (e.g. guns, knives, nun-chucks etc.) permitted in any SCHHC building. You may lock your weapons in your vehicle in the parking lot. Even if you hold a legal permit to carry a firearm, you are not allowed to bring this with you to our clinic. If you are observed to have a weapon you will be asked to lock it in your car or leave the premises. The Bandon Police Department may be called to ensure safety.

TOBACCO FREE CAMPUS

SCHHC is a tobacco free campus. Please refrain from using tobacco products while at our clinic, hospital and in our parking lots.



FINANCIAL POLICY AND FINANCIAL AID

SCHHC is Committed to providing financial assistance to people who have healthcare needs and are uninsured, underinsured or otherwise unable to pay, for medically necessary care based on their individual financial situation.

Financial aid is given to individuals on an income dependent sliding scale. Services may be discounted from 25% up to 100% of the total service cost based on family income and insurance factors.

Financial assistance applications can be picked up from the front desk or upon mailed to you, if requested. The application requires proof of income or a letter of hardship if there is no income along with completed application. The financial department reviews applications and determines eligibility. You will be contacted with the result of their application. If you have questions or would like to apply, please ask the front desk or call the business office 541-347-2426 ext. 332.

PRESCRIPTION, CONTROLLED SUBSTANCES POLICY

Please make a complete list of all medications, vitamins and supplements you are currently taking and bring it with you to your first visit. When you need a medication refill, please contact your pharmacy at least 72 hours before you run out of medication.

Please note we do not prescribe chronic controlled substances, such as narcotics and benzodiazepines. We will facilitate a referral to a pain management specialist if needed.

OTHER SERVICES

Our clinic has a number of support services including Chronic Care Management and Transitional Care Management. These services are to support people with their health. They involve working with a care coordinator to support your health goals. If you are having difficulty managing your health care, please ask your provider for more information.

This page is **optional** and is to help you get ready for your appointment

PREPARING FOR YOUR APPOINTMENT - OPTIONAL

Doctor Name: _____

Date: _____

Time: _____

Questions:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Symptoms or Concerns

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____



Patient Handbook

Southern Coos Hospital & Health Center Patient Handbook Acknowledgement

I, _____ have received and had an opportunity to ask questions on the Welcome Packet.

Signature of Patient or Representative

Date