



About The Portland Clinic

- 1**
DOWNTOWN
800 SW 13TH AVE
PORTLAND, OR 97205
Phone 503-221-0161
Hours M-F 7:30a.m.–5:30p.m.
 - 2**
COLUMBIA
5847 NE 122ND AVE
PORTLAND, OR 97230
Phone 503-256-3401
Hours M-F 7:30a.m.–5p.m.
 - 3**
BEAVERTON
15950 SW MILLIKAN WAY
BEAVERTON, OR 97003
Phone 503-646-0161
Hours M-F 7:30a.m.–5p.m.
 - 4**
TIGARD
9250 SW HALL BLVD.
TIGARD, OR 97223
Phone 503-293-0161
Hours M-F 7a.m.–5p.m.
 - 5**
SOUTH
6640 SW REDWOOD LANE
PORTLAND, OR 97224
Phone 503-620-7358
Hours M-F 7:30a.m.–5p.m.
 - 6**
EAST
541 NE 20TH AVE, SUITE 210
PORTLAND, OR 97232
Phone 503-233-6940
Hours M-F 7:30a.m.–5p.m.
 - 7**
**ALBERTY
SURGICAL CENTER**
9100 SW OLESON RD
TIGARD, OR 97223
Phone 503-445-9066
Hours M-F 7a.m.–5p.m.
- URGENT CARE**
Hours M-F 8a.m.–8p.m.
SAT 9a.m.–5p.m.
- PATIENT CENTERED
PRIMARY CARE HOME PROGRAM**



As a patient-centered medical home, our interdisciplinary team members are committed to providing high, quality care to your whole family while connecting you with the resources you need.

- Anticoagulation
- Audiology
- Behavioral Health
- Cardiology
- Cosmetic Dermatology
- Dermatology
- Diabetic Services
- Family Medicine
- Foot and Ankle
- Gastroenterology
- Gynecology
- Infectious Disease
- Internal Medicine
- Manual Medicine
- Nephrology
- Neurology
- Nutrition
- Ophthalmology
- Optical Services
- Orthopedics
- Otolaryngology
- Pediatrics
- Physical Therapy
- Radiology
- Rheumatology
- Sleep Center
- Sports Medicine
- Surgery
- Travel Clinic
- Urgent Care
- Urology

APPOINTMENT SCHEDULING

Appointment schedulers are available Mon–Fri from 8a.m.–5:30p.m. To schedule an appointment at any of our locations, call the centralized scheduling line at 503-223-3113 or visit our website to book your appointment online. You can also login to MyChart through our website to schedule an appointment with your primary care physician.

NOTE: If you need to cancel an upcoming appointment, we ask that you contact us at least 24 hours prior so that someone else may have the time reserved for you. The Portland Clinic will charge a fee for missed appointments and cancellations with less than 24 hours' notice. We are working to improve health care access to patients and hope that you will assist us in this effort by communicating cancellations to our scheduling line as timely as possible.

AFTER HOURS CARE

When you need urgent care after normal business hours, call 503-221-0161. A Portland Clinic physician may be reached 24 hours a day, including weekends and holidays.

You will receive a return phone call from the physician on-call within at least one hour of your message.

In the case of a life-threatening emergency, dial 911.

If you have the phone features of “Anonymous Call Rejection” or “Call Blocking” please remember to turn them off when you are expecting a call from your doctor.

FOR EACH VISIT TO THE PORTLAND CLINIC

When you check in at our registration office, please be prepared to provide all or some of the following:

- A co-payment if required by your insurance company
- Your current insurance card
- Photo ID for new patients

Please bring a current list of prescription and over-the-counter medications with you to every appointment. Notify your physicians of all new and changed medications. Carry medication information with you at all times, in the event of an emergency.

PHONE TIPS

During peak calling times you may be directed to an automated answering attendant. Please do not hang up and call back as this may result in further delays. To avoid these peak times, we encourage you to call Tue–Fri from 10a.m.–3p.m.

URGENT CARE

When you have an unexpected illness and your doctor is unavailable to see you, the Tigard location provides urgent care on a walk-in basis Mon–Fri, 8a.m.–8p.m. and Sat, 9a.m.–5p.m.

PRESCRIPTION REFILLS/ PHARMACY TRANSFERS

If you are currently on a steady program of medication prescribed by your doctor, please phone your pharmacy at least 24–48 hours in advance in order to allow time for refill verification.

If you need to transfer your prescription from one pharmacy to another, please contact your new pharmacy.

Your new pharmacy will contact the previous pharmacy and make the transfer arrangements.

TEST RESULTS

From the most routine blood test to the most sophisticated diagnostic procedure, a test result is important information every patient wants to know. You may expect to receive your test results by phone or letter within 10 working days after completion of your tests. Most results will be available through MyChart sooner. If you haven't received your results within this time period, please notify the physician.

MAIL ORDER PRESCRIPTIONS

Notify your physician's office if you choose to use a mail order pharmacy for your chronic medications.

ADVICE NURSE

Our Advice Nurses are available at each of our locations and are happy to help you arrange appointments or give advice for home care. If the advice nurse is helping another patient when you call, you will receive the nurse's voice mail. Our advice nurses constantly monitor their messages and you may expect a return call within an hour of your message.

CT AND MRI SERVICES

CT and MRI services are offered at our Tigard location. Our staff of radiologic technologists is nationally-registered and board-certified with a combined experience of over 30 years in the field of radiology.

MY CHART

My chart gives you 24/7 secure online access to your medical records. You can view test results (four days following), messages from your doctor, and your key health information. You can even manage your prescriptions, access your records and schedule your next appointment online. Visit our website or ask your provider how to sign up for MyChart so that you can stay connected to your healthcare.

ONLINE BILL PAY

Online bill pay, available through MyChart, is a convenient, secure way for you to pay your Portland Clinic bills by credit card.

With MyChart online bill pay you can:

- View your current outstanding balance.
- Pay bills through a secure payment portal using MasterCard, Visa, American Express or Discover.
- Print your online payment receipt or have it emailed to you.

Just login to MyChart and click on "Pay bill now" to get started.

HEALTH PLAN REFERRAL PROCESS

Some health plans require their patients to receive a referral from their primary care physician before they approve payment for appointments with other physicians.

If this applies to you, here are some answers to frequently asked questions.

How long will it take to process my referral request?

A non-emergent referral generally takes 7–10 working days to process.

How will I know when my referral has been approved?

You will be notified by a letter or a phone call.

When can I make my appointment?

As soon as you have received notification that your referral has been approved. If you have not heard about your referral within 10 days, please contact your doctor's office.

You may want to contact your health plan if you have further questions regarding your coverage.

MISCELLANEOUS FORMS

Occasionally, you may need a form completed (i.e. Disability, FMLA, Return to Work, Camp/School, etc) completed by your physician. Please allow 3 working days for these to be processed. There may be a charge for this service.

THE PORTLAND CLINIC SURGICAL CENTERS

The Portland Clinic Surgical Centers are state-licensed and Medicare-approved for Day Surgery. Qualified operating nurses and medical staff provide assistance to surgeons and other specialists in the Surgery Centers.

VANCOUVER DIRECT DIALING

When calling from Vancouver, please dial 360-693-3532.

X-RAY AND LABORATORY

Most of our locations offer x-ray, mammography and laboratory facilities.

PATIENT EDUCATION

The Portland Clinic offers classes to help you manage your life, from diabetes to the latest in good health practices. For more information on current classes, call 503-223-3113 or visit our website at theportlandclinic.com.

DOWNTOWN OFFICE PARKING

A special, reduced rate for on-site parking is provided for patients adjacent to the rear entrance of the Clinic. Please remember to validate your parking receipt at the registration desk for the reduced rate.

