

Umpqua Health – Newton Creek works with the Oregon Health Authority (OHA) to provide our patients a **Patient-Centered Primary Care Home (PCPCH)**. A PCPCH is a health clinic that is recognized for their commitment to high- quality, patient-centered care. Just as it sounds, patient-centered care is all about you and your health!

Your primary care home 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 or your caregiver play an active role in your health.

What does this look like for me?

Your primary care provider will work with you to improve care coordination that results in higher quality care to you and your family.

If you have a special health concern or condition, you will be connected with other health professionals to help you get the care you need. For example, your primary care provider can connect you with a pharmacist, mental health specialist, a nutritionist, etc. — whatever your health needs call for.

Key Attributes of Care

- **Accessible:** Care is available when patients need it.
- **Accountable:** Clinics take responsibility for their community and provide quality care.
- **Comprehensive:** Patients get the care, information and services they need to stay healthy.
- **Continuous:** Providers know their patients and work with them to improve their health over time.
- **Coordinated:** Clinics help patients navigate the health care system to get the care they need in a safe and timely way.
- **Patient & Family Centered:** Patients and families are the most important part of health care. Care should draw on a patient's strengths to set goals, and communication should be culturally competent and understandable by all.

Your health care team at UHNC

When you and your primary care provider work with other health professionals to coordinate your care – like nurses, specialists, and pharmacists – this is called your “health care team.” The members of your team work together to make sure they’re all on the same page when it comes to your health. This helps eliminate repetitive procedures and improves your care. Check out our website www.umpquahealthclinic.com or ask your Provider for more information on Umpqua Health – Newton Creek internal care teams.

Hours of Operation:

- Umpqua Health – Newton Creek is open 7am-5:30pm – Monday-Friday.
- Umpqua Health – Newton Creek Urgent Care is open 7am-7pm – Daily

Patient and Family Fact Sheet

3031 NE Stephens Street | Roseburg, OR 97470

www.umpquahealthclinic.com

541-229-7038

Preparing for your Appointment:

- Please arrive 15 minutes prior to your scheduled appointment time.
- Don't forget to bring your insurance cards, ID and any applicable medical information. If you have any questions about preparing for your visit you can contact our scheduling team at 541-229-7038.
- Any policies or procedures that are critical to the clinic or patient are available on the clinic website www.umpquahealthclinic.com, these can also be requested in a hard copy.

Appointment Cancellations and Late arrivals:

- Patients of UHNC should cancel appointments 24 hours in advance of the scheduled time when possible.
- Patients who arrive to their scheduled appointment late, and cannot be seen by the provider on the same day will be rescheduled for the next available future clinic visit.

Patient Requests:

- The clinic staff will make every attempt to respond to patient requests within a 48-hour time-frame.

Complaint, and Grievance Procedures:

- A complaint or grievance can be made at ClinicFeedback@umpquahealth.com, in person at the clinic, or over the phone. Patients should ask for the Patient Navigator who will log and take action to find a resolution based on the type of issue.

As a patient, what can I do to make sure I'm getting the best possible care?

- Becoming engaged in your health care is the best way to make sure your primary care provider and health care team provide the best care possible. They want you to speak up!
- Your primary care provider can answer questions and help you better understand your health needs.
- If you need to get help from other doctors or health care providers in the community, your primary care provider can support you every step of the way.
- When you have concerns about your health, your health care team will work with you to decide the best way to deal with them.

Am I getting care at a recognized clinic?

- Over 600 clinics in Oregon have been recognized as a primary care home, so chances are you are already getting care at a recognized clinic. Find a list of recognized Patient-Centered Primary Care Homes by visiting www.PrimaryCareHome.oregon.gov. Umpqua Health Newton Creek is recognized as meeting all of the measures and qualifying as a tier 4 primary care home.

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The Patient-Centered Primary Care Home Program

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 and one of the many efforts to help improve the health of all Oregonians and the care they receive.

Any type of clinic can apply and be recognized as long as they provide the services described in the standards. This includes physical health providers, behavioral, addictions and mental health care providers, solo practitioners, group practices, community mental health centers, tribal clinics, rural health clinics, federally qualified health centers, and school-based health centers.

Participation in the Patient-Centered Primary Care Home Program is voluntary. Health care providers at recognized primary care homes have chosen to become recognized for their commitment to providing high quality, patient-centered care.

To learn more about the Patient-Centered Primary Care Home Program visit www.PrimaryCareHome.oregon.gov.

Coordinated Care Organizations & primary care homes

Primary care homes are at the heart of Oregon's health system transformation efforts. Coordinated Care Organizations are encouraged to include recognized primary care homes in their networks of care to the greatest extent possible. Expanding the availability of primary care homes will provide better access to care now and strengthen the primary care networks as CCOs evolve. To learn more about Coordinated Care Organizations, visit www.health.oregon.gov.