

**Pendleton Family Medicine  
2450 SW Perkins Avenue  
Pendleton, OR 97801**

**Phone: 541-276-1700 Fax: 541-276-6327**

**Open: Monday-Thursday 7:00 am-6:00 pm, Fridays 8:00 am-6:00 Closed: all major holidays**

**Phones are off 12:00 pm-1:00 pm, doors remain open**

**On-Call service available during off hours, call main number**

**PATIENT RIGHTS, ROLES, & RESPONSIBILITIES**

**Overview of Patient-Centered Primary Care Home:**

-Our practice participates in the Patient-Centered Primary Care Home model: a model of primary care that consists of 5 attributes: Patient Centered, Comprehensive, Team-based, Coordinated, Accessible, and Focused on Quality & Patient Safety. This ensures that the patient is included in their own medical care. Any clinic participating in PCPCH is striving for excellence and has adapted these attributes and implemented them to fit their own unique characteristics. According to PCPCH, you may request any of our documents in your preferred language, however entire new patient packet must be signed in order to render treatment.

**Care Teams:**

-Our care teams consist of: you – the patient, your physician and/or physician assistant, medical scribe if applicable, nurse or medical assistant, referrals coordinator, and medical receptionist. Together, these team members strive to obtain timely and quality medical care for you in our office and through a referral setting. Your care team may also include pharmacists, community resources, and specialists. For detailed information, ask for PCPCH Defined Roles.

**Access To Medical Records:**

-You may request a copy of your medical records at any time with a records release form.  
-If you wish someone else to have access to your records, or for your care team to communicate with someone else about you, you will need to sign a release authorizing other party access. This can be revoked at any time in writing.  
-If you have power of attorney, or other legal representation of a patient, you must provide copy of legal document as well as a picture identification.

**Late Arrival to Appointment Policies:**

-Each provider has their own policy as to whether or not a patient that is late to an appointment may be seen that day, asked to reschedule, or marked as a no-show. Please ask your care team about any late policies for your provider.

**Patient Requests:**

-Non-urgent patient requests such as questions on insurance, or medication refill requests will be processed within 48 business hours.  
-Urgent patient requests such as needing to be triaged for serious medical issues will be dealt with same day or patient will be urged to seek other care such as an emergency department.  
-Non-urgent patient requests such as paperwork to be filled out may require an appointment at the discretion of your provider.

**Controlled Substance Prescription Copy Pick Up:**

-You or someone you have designated may pick up your hard copy of your controlled substance prescription. Your proxy must be able to provide your full name, date of birth, and a picture identification.

**Privacy Practices Notice:**

-Your health information privacy is important to us. You may request a copy of our Privacy Practices Notice from your care team at any time. By signing below, you state you do not need a copy of the Privacy Practices at this time.

**Patient Portal:**

-Send messages to the nurse, request an appointment, and more. Submit your email and request an invitation be sent to you to get started. In order to give someone else access, sign the Proxy Agreement.

**Grievances:**

-Any patient complaints may be submitted in writing to the regional administrator for investigation. Please address and mail in or drop off at the clinic, Attention: Manager.

Patient name/legally authorized representative [printed] \_\_\_\_\_

Signature of patient/legally authorized representative \_\_\_\_\_

Date \_\_\_\_\_