



PATIENT HANDBOOK

2023/2024



BANDON

1010 1ST ST. SE, SUITE 110
BANDON, OREGON 97411
PHONE 541-347-2529
FAX 541-347-9196

HOURS

MONDAY-THURSDAY
8:00 AM - 6:00 PM
FRIDAY
8:00 AM - 5:00 PM

PORT ORFORD

1312 TICHENOR ST
PORT ORFORD, OREGON 97465
PHONE 541-332-1114
FAX 541-347-9196

HOURS

MONDAY-TUESDAY
8:00 AM - 5:30 PM
WEDNESDAY-THURSDAY
7:00 AM - 5:00 PM
FRIDAY
7:00 AM - 5:00 PM

PHARMACY DELIVERY

BANDON
TUESDAY 1-5 PM
QUESTIONS 541-347-2724

BANDON/PORT ORFORD

THURSDAY 1-5 PM
QUESTIONS 541-366-5094



Coast Community Health Center

Your Health ~ Our Mission

Welcome to Coast Community Health Center!

We would like to thank you for choosing Coast Community Health Center as your primary care home! Without you we would not be here.

Coast Community Health Center has provided high quality primary care for all ages and backgrounds and served the health care needs of Southern Coos and Curry Counties since 2009.

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Your Health

Coast Community Health Center encourages health and wellness. Our Bandon and Port Orford health centers provide wellness checks, immunizations, acute and chronic care for patients of all ages regardless of insurance or ability to pay. We also have an on-site laboratory.



Coast Community Health Center

Your Health ~ Our Mission

Your Rights As Our Patient

- Privacy, confidentiality of your personal health information and dignity.
- Care that is delivered in a way that is free from abuse, discrimination or harassment based on age, race, color, ethnicity, national origin, culture, language, sex, sexual orientation, gender identity or expression, physical or mental disability, religion, socioeconomic status, marital status, military or reserve status, or any other status protected by law.
- Feel safe and free from any form of abuse, harassment, or neglect. You also have the right to ask for protection or help through an advocate during your visit.
- Ask questions and receive answers in a way that meets your needs and helps you understand.
- Receive information about your health condition and the results of the care we provided you.
- Know the names of people who are helping or caring for you.
- Tell us who you would like to help you make decisions about your care.
- Request and receive relief from pain, as agreed upon by your provider.
- Review and ask questions about your bill.
- Tell us about concerns or complaints and receive a response without affecting the quality or delivery of care.

We value your feedback. Please tell us how we are doing. There are comment/complaint forms in the lobby of the Health Center. Let us know how we can do better and what we are doing right.

Your Responsibility As Our Patient

- Provide complete and accurate information about your health including present conditions, past illnesses, hospitalizations, medications, and any other information that pertains to your health.
- Provide complete and accurate billing information for claim processing and to pay bills in a timely manner.
- Ask questions when you do not understand what your provider or a member of your health care team tells you about your diagnosis or treatment. You should inform your provider if you anticipate not following recommended treatment or are considering alternative therapies.
- Be respectful of others and their property while in the clinic.
- Report any changes in personal information such as, but not limited to, name, address, phone number, insurance.



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Patients have the right to appropriate pain management for their acute and/or chronic health conditions. Your condition will be assessed, and a treatment plan will be created to address your needs. Our providers do not provide chronic pain management but will refer you to appropriate specialists.

Please note that we do not prescribe controlled substances for pain until an appropriate assessment has been done which includes review of previous medical records. We also utilize the Oregon Prescription Drug Monitoring Program site.

We encourage you to discuss your needs and concerns, as well as your health goals, fully with your provider.

Health Center Policies

- Coast Community Health Center strives to maintain an environment that is caring, nurturing and safe. It is the policy of Coast CHC that weapons of any form are not allowed into the health center facilities. (Only exception is for authorized law enforcement officers.)
- Only trained, certified service animals are allowed in the clinic. No other animals are allowed.

MyChart Patient Portal

You can access your secure medical information via the web through MyChart Patient Portal any time to review your medical history, prescriptions, referrals, visit summary, and lab results. You can even receive personalized health and wellness tips from your provider and send messages to you Provider team (our goal is return them in 48 hours). This is a free service for patients at Coast Community Health Center.

Treatment and Health Services

- Wellness and health exams
- Women’s Health Services
- Men’s Health Services
- Behavioral Health
- Immunizations
- On-site laboratory
- Acute Care
- Seasonal illness
- Chronic conditions
- Outreach Services
- Referrals to Specialty Care

Screening & Education

- Blood Pressure and Cholesterol
- Diabetes
- Heart Disease
- Cancer

- Reproductive Health
- STD/STI and Hepatitis
- Depression
- Healthy lifestyle habits/Health



Health Services Referrals

When you need the attention of a specialist, we will help with referrals to qualified local and regional medical and allied health professionals. Patients are responsible for payment for services to the referred professional.

Medical Records

Patients have the right to access their records. Upon written request, we will make a copy of the medical record available to the patient. We will comply with these requests within a reasonable time, not to exceed 30 days. There may be a charge of no more than \$30 for copying 10 or fewer pages, and no more than 50 cents per page from pages 11 through 50, and no more than 25 cents for each additional page. There may be a charge of \$5 if the request for records is processed and mailed by first class mail to the requester. You may apply for a hardship if you have been approved for our sliding scale fee payment. **A patient may not be denied copies of their medical records due to inability to pay.** Patients who would like changes to their medical records may do so by requesting it in writing to the Health Information Manager. They will be reviewed on a case-by-case basis.

Appointments

- Please arrive 15 minutes prior to your scheduled appointment. While we try to accommodate all patients, you may have to wait if you are late or we may need to reschedule your appointment.
- Bring your medications or a full medication list including over-the-counter medications to all appointments.
- We will contact you one (1) day prior to confirm your appointment.
- If you are unable to make your appointment, please call us at least 24 hours prior to your scheduled appointment.

Same day, walk-in appointments are available but limited.
We are happy to accommodate patients, but there may be a wait.



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Behavioral Health

Coast Community Health Center provides behavioral health services. Our team can provide assessment, diagnosis and treatment for mental health and substance use disorders. We offer individual, family and group counseling. Our team can also help with crisis intervention. We work with you to help you reach your goals through education and support. Our team can help you or your loved one get services from another organization, if needed.

Dental Services

Coast Community Health Center has dental services available through a referral. We offer Patient Assistance for those without dental insurance.

Prescriptions

Patients are responsible for contacting their pharmacy and requesting that medication refills be faxed to our office. Coast CHC has a two (2) business days refill policy.

Coast Community Health Center is happy to provide on-site **pharmacy services including pharmacy delivery** to specified areas. Discounts on prescriptions may be available.

Pharmacy Hours:

CCHC Pharmacy – Bandon

Monday – Thursday 9:00 am – 6:00 pm

Friday 9:00 am – 5:00 pm

CCHC Pharmacy – Port Orford

Monday – Friday 9:00 am – 5:00 pm



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Financial Policy

- Payment is due for services rendered at the time of the visit. Payments can be made by cash, check, or credit card.
- Patients with household incomes below 200% of the Federal Poverty Guidelines (FPG) may qualify to have their services, deductible and/or co-payment discounted on the Sliding Fee Discount Program. We offer different payment levels for Sliding Fee.
- A valid insurance card and/or ID is needed at each visit.
- We will bill your insurance as a courtesy. While we make every effort to help patients collect from an insurance claim, the patient is responsible for the bill.
- We work with our patients regarding setting up payment terms if unable to pay the full amount.
- If there is an outstanding balance 90 days after the date of service, we may turn your account over to a collection agency. If your account does go to an outside agency, you agree to pay any court costs and reasonable attorney's fees, with or without suit, incurred in collecting any past due balances. If a suit or an action is filed, the amount of such reasonable attorney's fees or collection charges shall be fixed by the court in which the suit or action (including any appeal therein) is tried, heard or decided.
- Patients will be expected to pay a \$25.00 returned check fee for any checks that are returned.

Sliding Fee Discount Program

You may qualify for the Sliding Fee Discount Program. The Sliding Fee Discount Program is available whether you have insurance or not. The Sliding Fee Discount Program is based on your household size and income. To qualify, you must provide certain source documents regarding your income.

Services rendered are due on the date of service. Based on the qualifications, your minimum charge will cover the estimated cost of your office visit. Other services may require additional charges.

Ask a Patient Services Representative for a Sliding Fee Discount Program application.

Partnership/Resources

Coast Community Health Center works in partnership with local and regional health, human resources and educational organizations. If you need assistance, please speak to one of our Outreach Workers.

211 Dial 211 (toll free) to speak to an agent about a host of regional resources.
Text 898211 for quick resources, or visit 211info.org

ADAPT – 541-751-0357
www.adaptoregon.org

www.baycitiesambulance.com

DHS (SNAP)
Coos County - 541-808-6155
Curry County – 541-247-7036
www.oregon.gov/dhs

Southern Coos Hospital – 541-347-2426
www.southerncoos.org

Curry General Hospital – 541-247-3000
www.curryhealthnetwork.com

Food Bank(s) in Coos and Curry County
Info at www.coastcommunityhealth.org

Transportation

CCAT – 541-267-7111
www.coostransit.org
Bay Cities Brokerage –877-324-8109
Fairway Shuttle – 541-808-4683
Dial-A-Ride – 541-347-4131
Yellow Cab Taxi – 541-267-3111

Hospice Program – (541) 269-2986
<http://schospice.org/>
800-535-9472
www.coastalhomehealthandhospice.com

Oregon Coast Community Action (ORCCA)
Coos County – 541-435-7080
Curry County - 541-469-3155
www.orcca.us

Advanced Health (WOAH) –
541-269-7400
<http://advancedhealth.com/>

AllCare Health – 541-471-4106
www.allcarehealth.com

Oregon Health Authorities (OHA)
800-699-9075
www.oregon.gov

Women’s Safety & Resource Center
541-888-1048 (office)
541-756-7000 (crisis hotline)
www.stopabusecoos.org

Aging & People with Disabilities (APD)
Coos County - 541-756-2017
Curry County- 541-247-4515

VA Services

Coos County 541-396-7590
Curry County 541-247-3205

Bay Cities Ambulance – 541-266-4355