

Welcome to Community Health Centers of Lane County

Thank you for becoming a part of our Patient Centered Primary Care Home. We are pleased to have you as a patient and will make your health and well-being our top priority.

We Are YOUR Patient Centered Primary Care Home

Community Health Centers of Lane County is a Federally Qualified Health Center and a recognized Patient-Centered Primary Care Home. A Patient-Centered Primary Care Home is an innovative, team-based approach to providing patient-centered care. We are here to serve as your primary care home and our team will provide and coordinate the health care services you need.



Your Provider and Care Team

You will be assigned to a care team that includes your primary care provider, nurse, medical assistant, patient care coordinator, and support staff who will work together with you to manage your care. Your care team is committed to the shared purpose of achieving your health goals. As part of a care team, when your provider is out of the office or unavailable, you will still be able to receive care and services with team members familiar with you and your health care needs.

How to contact us:



Customer Service Center:
541-682-3550



Website:
www.lanecountyor.gov/CHC

After Hours Answering Service

When our clinic is closed, our after-hours answering service can be reached by calling our main telephone number **541-682-3550**. **If you have a medical emergency requiring immediate assistance, please call 911.**

Clinic Locations (hours of operation Monday – Friday, 8am-5pm)

- Brookside Clinic, 1680 Chambers Street, Suite 103, Eugene OR 97402
- Charnelton Community Clinic, 151 West 7th Avenue, Suite 100, Eugene OR 97401
- Delta Oaks Clinic, 1022 Green Acres Road, Eugene OR 97408
- MLK-Primary Care, 2411 Martin Luther King Blvd., Eugene OR 97401
- RiverStone Clinic, 2073 Olympic Street, Springfield OR 97477
- Springfield Schools Health Center, 1050 10th Street, Springfield OR 97477





Appointment Arrival Times

- New Patients: Please arrive 30 minutes before your scheduled appointment
- Existing Patients: Please arrive 15 minutes before your scheduled appointment

Appointments Tips

- Bring your insurance card to all appointments
- Be prepared to pay your co-payment (we accept cash, check, or credit card).
- Bring a complete list of all medications that you are currently taking (including vitamins and supplements), or bring the containers with you to your appointment
- Be prepared to discuss your top medical concerns with your provider;

Appointments: Schedule / Reschedule / Cancellations

To schedule, reschedule or cancel an appointment, please contact our Customer Service Center at 541-682-3550. We request a minimum of **(4) hours advance notice** if you need to reschedule or cancel an appointment.



Prescription Refills

When you need a prescription refilled, please call your pharmacy directly, even if there are no refills remaining. Your pharmacy contacts and coordinates all refill requests directly with your care team. Please allow 72-hours for prescriptions refills.

Clinic Services and Programs

- Adult and Pediatric Patient Care
- Integrated Behavioral Health Care
- Naturopathic Care
- Wellness Program
- Dental Prevention Program
- Clinical Pharmacist
- Patient Portal
- Patient Education Classes
- Oregon Health Plan Application & Renewal Assistance
- Sliding Fee Discount Program
- Alternative Care: Acupuncture Services



Billing Questions

If you have questions concerning your statement, please contact the billing office using the telephone number listed on your statement.

Community Health Centers of Lane County

Our mission is to improve the health and wellness of our community through access to affordable, holistic healthcare.