



REFERENCE GUIDE

About The Portland Clinic



THE PORTLAND CLINIC - DOWNTOWN
800 SW 13TH AVE
PORTLAND, OR 97205 |
PHONE | 503-221-0161
HOURS | M-F 8am-5pm

ADULT URGENT CARE
HOURS | M-F 9am-6pm

THE PORTLAND CLINIC - SOUTH
6640 SW REDWOOD LN
PORTLAND, OR 97224
PHONE | 503-620-7358
HOURS | M-F 8am-5pm

THE PORTLAND CLINIC - BEAVERTON
15950 SW MILLIKAN WAY
BEAVERTON, OR 97003
PHONE | 503-646-0161
HOURS | M-F 8am-5pm

THE PORTLAND CLINIC - HILLSBORO
256 SE 2ND AVE
HILLSBORO, OR 97123
PHONE | 503-648-4171
HOURS | M-F 8am-5pm

THE PORTLAND CLINIC - COLUMBIA
5847 NE 122ND AVE
PORTLAND, OR 97230
PHONE | 503-256-3401
HOURS | M-F 7:30am-5pm

ALBERTY SURGICAL CENTER
9100 SW OLESON RD
TIGARD, OR 97223
PHONE | 503-445-9066
HOURS | M-F 8am-5pm

THE PORTLAND CLINIC - EAST
541 NE 20TH AVE, SUITE 210
PORTLAND OREGON 97232
PHONE | 503-233-6940
HOURS | M-F 8am-5pm

THE PORTLAND CLINIC - TIGARD
9250 SW HALL BLVD
TIGARD, OR 97223
PHONE | 503-293-0161
HOURS | M-F 8am-5pm

URGENT CARE
M-F 8am-8pm
SAT 9am-5pm

THE PORTLAND CLINIC EYE SERVICES

DOWNTOWN
1115 SW TAYLOR
PORTLAND, OR 97205
PHONE | 503-227-0354
HOURS | M-F 8am-5pm

SOUTH
6640 SW REDWOOD LN
PORTLAND, OR 97224
PHONE | 503-924-2269
HOURS | M-F 8am-5pm

BEAVERTON
15950 SW MILLIKAN WAY
BEAVERTON, OR 97006
PHONE | 503-643-1166
HOURS | M-F 8am-5pm

The Portland Clinic is a full-service medical and surgical practice offering comprehensive care for every member of your family. We are unique among medical centers because our clinic encompasses so many specialties. These include:

- Anticoagulation
- Audiology
- Behavioral Health
- Cardiology
- Cosmetic Dermatology
- Dermatology
- Diabetic Services
- Family Medicine
- Foot & Ankle
- Gastroenterology
- Gynecology
- 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

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.

APPOINTMENT SCHEDULING

Appointment schedulers are available Mon-Fri from 8am-5:30pm.

To schedule an appointment at any of our clinic locations, call our centralized scheduling line at 503-223-3113.

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.

URGENT CARE

When you have an unexpected illness and your doctor is unavailable to see you, The Portland Clinic - Downtown and The Portland Clinic - Tigard offer urgent care on a walk-in basis.

Our Downtown location provides adult urgent care Mon thru Fri, 9am-6pm. The Tigard location provides urgent care Mon-Fri, 8am-8pm and Sat, 9am-5pm.

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.

PHONE TIPS

During peak calling times you may be directed to an auto-mated 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 10 am–3 pm.

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. Some 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.



Our Mission: We are a comprehensive medical team committed to making a healthy difference in your life.

We specialize in you.



ADVICE NURSE

Our Advice Nurses are available at each of our seven 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.

MYCHART

MyChart 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 request your next appointment online. Ask your provider or visit our website on 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.

Your 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.

EYE CARE SERVICES

The Portland Clinic offers Ophthalmology services at our Beaverton & South locations, and across the street from our Downtown location. See map for details.

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 503-221-0161 ext. 2254 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.

