



UW HEALTH OREGON

(608) 835-5588

137 South Main Street
Oregon, WI 53575

Calling the Clinic

(608) 835-5588

- Please call our clinic when you have a health care need. Our phone is answered 24 hours a day/7 days a week.
- If your need is urgent, we will address it immediately.
- Your health care team will respond to your call during clinic hours. A UW Health staff member will respond after hours and on weekends.
- Interpreter services are available at no cost.

In the event of an emergency, call 911

Regular Appointments:

Monday-Friday, 8 a.m. to 5 p.m.

After Hours Care

Please call (608) 835-5588 to reach the physician on call.

Lab Hours

Monday-Friday, 8 a.m. to 4 p.m.

Urgent Care

During clinic hours, call your clinic first with urgent health care needs. A member of your health care team will help you decide if you should be seen in an Urgent Care Clinic. UW Health Urgent Care clinics are located at the East Towne and West Towne clinics.

Welcome!

The physicians and staff at UW Health Oregon Clinic are dedicated to provide the highest quality of care in a compassionate and patient-family centered environment. We look forward to working with you to respond to your health care needs and provide an excellent health care experience.

You and Your Health Care Team

Your health care team will provide the support to help you focus on your personal needs and goals. We'll partner with you to provide care, involve you in decision-making, and anticipate your future needs.

Members of Your Team

- You (and your family/support team)
- Physician (MD, DO)
- Resident &/or Medical Student
- Physician Assistant (PA)
- Nurse Practitioner (NP)
- Registered Nurse (RN)
- Licensed Practical Nurse (LPN)
- Medical Assistant (MA)
- Receptionist/Scheduler

With our team approach to care, you may see or hear from one or more members of the health care team (MD, NP, PA, RN or Resident).

For more information go to uwhealth.org/primarycare and uwhealth.org/welcome.

New Patient Medical Records

In order to smoothly transfer your care to a UW Health clinic, it's important that our clinic receive a copy of your health and immunization records from your previous clinic. Please call our clinic, and we'll be happy to assist you with transferring your records.

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School of Medicine
and Public Health
UNIVERSITY OF WISCONSIN-MADISON



uwhealth.org



Clinic Appointments

- **Schedule an appointment** by calling the clinic or using MyChart.
- **Time to arrive:** 15 minutes before your scheduled appointment time.
- **Bring your insurance card** to every appointment. We want to ensure that our records are correct and assist you with claim filing.
- **Copays** will be collected at the time of service. UW Health accepts cash, check, MasterCard, and Visa.
- **Are you running late?** We'll try our best to see you, but we may need to offer you the option of being seen later that same day or rescheduling.
- **Need to cancel or reschedule?** Please call us as soon as possible so we can try to see another patient during that appointment time (at least 48 hours notice is preferred).
- **Considering an urgent care visit?** Being seen by your own health care team is preferred. Call your clinic first before going to Urgent Care.

Insurance Coverage

For questions about your insurance coverage, please call your insurance company by using the number on the back of your insurance card.

Lab Work/Tests Results

- You will be contacted with results within seven days unless your health care team tells you otherwise.
- Lab results are available on My Chart as early as three business days after your test is performed.
- If we have questions or concerns, we will contact you sooner.

Your Opinion Counts!

We welcome your feedback and comments. You may receive a survey in the mail asking about your clinic experience. Patient Resources is available to respond to compliments or concerns at (608) 821-4819.



At UW Health, you can access your health records no matter where you are (work, home or on vacation) day or night via MyChart.

- UW Health MyChart is a convenient, secure internet-based service that allows you to have your health information at your fingertips.
- On MyChart you can view test results and other medical information (medications, immunizations, appointments, etc.), schedule simple appointments, and communicate with your health care team.
- Ask any member of your health care team for an activation code or visit uwhealthmychart.org.

Planning Ahead

We count on you, as the patient, to take responsibility for your health and your health care team members are here to help you. As part of your health care team, we regularly check to see if you are due for any tests or exams. Preventive care and screening tests help find health concerns early before they become major problems. If you are due for a test, we may notify you with a MyChart message, letter, or phone call.

Prescriptions

- **Call your pharmacy** for renewals and refills
- Please call your pharmacy at least two business days before your medicine runs out.
- If your prescription needs renewing, your pharmacy will call your health care team.

Hospital Care

If you require hospitalization, your physician primarily provides hospital care at Meriter. You have the additional choice of inpatient care at University of Wisconsin Hospital or American Family Children's Hospital. While you are in the hospital you may be cared for by a physician known as a "hospitalist." Hospitalists coordinate care with your primary care provider and focus on caring for patients during their hospital stay. To verify insurance coverage, always check with your health plan or insurance.

Question/Concern	Resource	Contact Information
Insurance	Please call your insurance company (800 number on back of insurance card)	
Billing questions	Patient Billing	(608) 829-5217 (877) 565-0505
Price estimates for clinic services	Priceline	(608) 829-5637
Help with UW Health bills	Community Care	(608) 829-5254 (877) 565-8855
General assistance and questions	Patient Resources	(608) 821-4819 (800) 552-4255
Online prescription renewal	Pharmacy	uwhealth.org/rx

