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Oregon | Neurology

## **Scent Free, Phone and Refill Policy**

Here at Oregon Neurology, we strive to create a comfortable environment for all of our patients and staff.

### **Scent Free Policy**

We request that our staff and patients, as well as their family members and care providers, abstain from wearing heavy scents including cigarette smoke, colognes, perfumes and scented lotions. These can create adverse reactions for people who are sensitive, such as debilitating migraines.

Please keep in mind that if a scent is detected, you may be requested to reschedule your appointment. Thank you for your understanding and cooperation.

### **Phone Policy**

Your provider may be contacted with urgent messages by calling 541-868-9430. If you feel that you have a true emergency, you should contact Emergency Services by calling 911.

Our office receives many patient related calls every hour. While we try to handle all urgent matters on the day the call is received, non-urgent questions may be deferred until your appointment when the provider will be able to review your concerns in detail.

All test results (labs and imaging) will be reviewed by your provider and addressed at your return follow up appointment, unless the provider feels there is a need to contact you sooner.

Questions not directly related to your neurological problems should be directed to your primary care provider.

Telephone calls will be reviewed by a Medical Assistant and will be forwarded to your provider or the provider on call. Calls after 3:30 pm will not be returned until the next business day at the earliest.

### **Refill Policy**

If you need a refill of your prescription, please contact your pharmacy and allow 48 business hours for our office to process the request. Refill requests on Friday's will not be completed until the following Monday at the earliest.

When returning your call, we will leave a detailed message on the phone number you provide upon your request. If unable to reach you, we will make 2 further attempts.

Please let us know if you have any questions about our policies.