

1 Hayden Bridge Way  
Springfield, OR 97477  
Phone: 541.868.9430  
Fax: 541.868.9450  
[www.oregonneurology.com](http://www.oregonneurology.com)

## **Policy Related to Phone Calls**

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 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 physician.

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

If you need a refill on 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 telephone policy.