

## FAQ - Frequently Asked Questions!

### How do I make an appointment?

- Most people call our office to schedule an appointment.
- You can also request an appointment through our Patient Portal.

### What is the Patient Portal?

- The Portal allows you to send messages directly to your Provider, instead of calling. It also allows you to see any lab and imaging results as soon as we receive them.
- You can find the portal link on our website: [www.orchidhealth.org](http://www.orchidhealth.org) (upper right corner).
- Ask any of our staff for help. We can send you an email link or set you up when you come in.

### What days and hours are you open?

- *Oakridge*: Monday, Tuesday, and Wednesday 8-7, Thursday and Friday 8-5
- *Estacada*: Monday and Tuesday from 8-7, Wednesday, Thursday, and Friday from 8-5

### What if I need to reach someone after the office is closed?

- Easy! Use the same phone number you normally call and listen for the option to reach our After Hours Nurse Service.

### How do I get my Prescription Refilled?

- The best FIRST step is to call your pharmacy and ask them for a refill - they will then contact us directly if needed.
- If you are having any difficulty, please call us so we can resolve it for you. (Or use the Patient Portal!)
- Any "controlled medication RX" needs to be given during an appointment. (This would include things like pain medication, certain anxiety or sleep medication, etc).

### Can I have my blood tests drawn at Orchid?

- Yes, we draw labs for the patients who have *established* with us (even if ordered by others).

### Do you do X-RAYS at Orchid?

- No, sorry, at this time, we do not have an X-RAY machine at any of our sites - but we can give you an order to do your test somewhere else.

### How can I get my lab or X-RAY/imaging results?

- If you have a follow up appointment scheduled, then your provider is probably planning to review your lab results at that time, but we will call you with anything really important so nothing gets overlooked.

### What if I am worried about paying for my visit or labs?

- We don't want money to stand in the way of your health care, so please talk to us about your concerns.
- Ask about our Sliding Fee Discount, too!

### Do you see Kids? What about Babies? What about Seniors?

- Yes, Yes, and Yes!