

## WHAT CAN YOU EXPECT

A Patient-Centered Primary Care Home is a health clinic that is recognized for their commitment to patient-centered care. And just as it sounds, patient-centered care is all about you and your health!

### Primary care homes are:

**Accessible:** Care is available when you need it, including someone you can talk to after hours if you have health concerns.

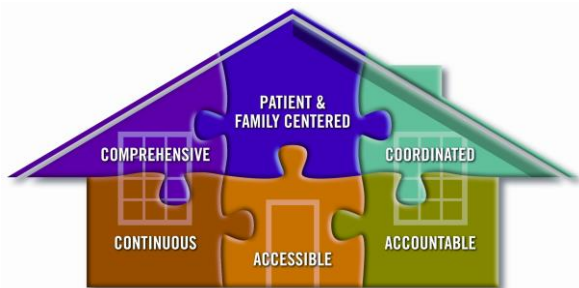
**Accountable:** Your primary care home is responsible for providing the highest quality care to you and the community they serve.

**Comprehensive:** You get all the care, information and services you need to stay healthy.

**Continuous:** Your health care providers get to know you and work with you over time to reach your health goals.

**Coordinated:** Your health care providers help connect you with the care you need in a safe and timely way.

**Patient & Family Centered:** You and your family are the most important part of your health. Your care is delivered with respect for your cultural background, and in your preferred language.



## Our Office Hours

Monday through Friday 8 am to 5 pm

November through April we offer evening and Saturday morning hours for same day and urgent care appointments.

You can reach us 24 hours a day at:

**(503)657-7629**

If we are not open, our answering service will reach the Provider on call. If a Provider has not responded within 15 minutes, call us back.

For prescription refills, please call your pharmacy and allow up to 72 hours for completion.

### Reasons to Love Patient Portal!

- **Send and Receive Secure Messages Requesting:**
  - Appointments
  - Referrals to specialists
  - Medical records
  - Camp or school forms
  - Ask a nurse a non-urgent question
- **View and Print Your Child's Health Records:**
  - Immunization records
  - Medication, Allergy and Problem Lists
  - Visit history and Appointment summaries
  - Growth charts
  - Test results
- **Complete or update patient registration**
- **View account balances**
- **View announcements**

Visit the Patient Portal through our website

**[www.ocpeds.com](http://www.ocpeds.com)**

### Office Location:

14279 S. Glen Oak Rd.  
Oregon City, OR 97045  
Fax: 503-557-8651

## *Oregon City Pediatric Building*



*the solo pediatric practice of*  
Jo Anne Nielsen MD, PC/Magdalenne Corso MD;  
James Resk MD, PC; Troy Stoeber MD, LLC  
Kristine Uyesugi MD;

**WE ARE A  
RECOGNIZED  
PRIMARY CARE  
HOME**

***As your primary care home, we will:***

*Better coordinate your care to help get you the services you need, when you need them.*

*Listen to your concerns and answer your questions.*

*Offer after-hours help and alternatives to the emergency*

*Help you plan an active role in your health*

**Your Good Health is our Primary Concern**

## Getting the best possible care

Your primary care home will make prevention and wellness a top priority. If you have a special health concern or condition, your health care team will help connect you with other health professionals to get you the care you need. For example, they can connect you with a nutritionist, behavioral health specialist, or a care manager – whatever your health needs call for.

## Your health care teams

We have four teams:

### Team Clarke: Dr. Uyesugi and Pam

Covers for  
Team Resk

### Team Resk: Dr. Resk and Patty

Covers for  
Team Clarke/Uyesugi

### Team Nielsen: Dr. Nielsen/ Dr. Corso,

Michele F. and Traci

Covers for  
Team Stoeber

### Team Stoeber: Dr. Stoeber and Michelle S.

Covers for  
Team Nielsen/Corso

## Your Behavioral Health Provider

**Tim Galuza, PsyD.**

Office Manager: Kim  
Referral Coordinator: Helen  
Nurse Care Manager: Kristi, RN

Your health care team is led by your primary care provider. Everyone will work together to make sure they are on the same page when it comes to your health. This ensures you get the best possible care.



**A Patient-Centered Primary Care Home is a health care clinic that has been recognized for their commitment to patient-centered care. In a Patient-Centered Primary Care Home, you're the most important part of your care.**

**The Patient-Centered Primary Care Home Program recognizes clinics as primary care homes and makes sure they meet the standards of care. The program is part of the Oregon Health Authority whose goal is to improve the health and care of all Oregonians.**

*As your primary care home, we will:*

- *Better coordinate your care to help get you the services you need, when you need them*
- *Listen to your concerns and answer your questions*
- *Offer after-hours help and alternatives to the emergency room*
- *Help you play an active role in your health*



## YOUR NEXT APPOINTMENT

## Your health care team wants you to speak up!

- Bring a list of questions and tell your care team what important health issues you want to focus on first.
- Use your own words to repeat back the things you've discussed. This way, you and your care team will know the information is clear
- Ask your care team how to reach them after hours
- Before you leave, be sure you know when your next appointment is and the things you can work on to improve your health
- Stay up-to-date on health, safety, hygiene, nutrition and exercise announcements at our website [www.ocped.com](http://www.ocped.com)
- Let us know your preferred method for appointment reminders: Phone call, Text message or Email.

## Grievance

If at any time you have any concerns, please contact our office and ask to speak with our office manager.