



Welcome New Patient!

Welcome to the CMH Women's Center. This clinic is part of CMH-OHSU Health, a collaboration between Columbia Memorial Hospital, a Planetree gold-certified organization, and Oregon Health & Science University, the top-ranked hospital in Oregon (*U.S. News & World Report's Best Hospitals 2021-22*).

We are guided by the principle of delivering excellent medical care in a way that preserves and honors the dignity and humanity of our patients and caregivers. We appreciate your trust and confidence in us and look forward to partnering with you in your health care needs. Here is some information we think you'll find helpful:

Office Hours:

- Our office hours are 8:30 a.m. to 5 p.m., Monday-Friday

Phone Calls:

- If you have a life-threatening emergency, call 911 immediately.
- Medical staff is available for non-emergent questions from 8:30 a.m. to 5 p.m., Monday-Friday.
- When leaving a phone message, please leave the patient's full name and date of birth, a brief message and a valid phone number. Your call will be returned by the end of the business day.

After Hours:

- If you have urgent questions outside of our regular office hours, please call our after hours number to reach the on-call provider at 503-836-0926.
- The on-call provider may be able to give you advice over the phone, but **requests for refills or new prescriptions will not be addressed after hours.**

Appointments:

- Please have all paperwork completed before arriving for your visit. If you are unable to bring your completed paperwork to the appointment, please arrive 30 minutes early to fill it out in the office.
- **If you arrive more than 10 minutes after your appointment time, you may be asked to reschedule your appointment as the remaining allotted time will not be sufficient for the provider to address your needs.**
- If you need to cancel your appointment, please call at least 24 hours before your scheduled appointment.

What to Expect at Your First Appointment:

- Please bring your insurance card, photo ID and a copayment. We accept Visa, MasterCard, check or cash.
- If you do not have insurance or are self-pay and wish to speak with a Patient Financial Services counselor ahead of time, you may reach one at 503-338-7530. There are options for financial assistance, if needed.
- If you have an Advanced Directive, Power of Attorney or POLST form, please bring this to your appointment.
- You may designate a Care Partner to assist you with managing your health care at CMH.
- Please bring a list of all your medications to each scheduled appointment.

CMH-OHSU Health Women's Center: New Patient Information

A Patient Quick Reference Guide

Prescriptions:

- If you need a refill of your medication, please call your pharmacy and ask them to submit a refill request.
- Please allow three (3) working days for all prescription refill requests. Prescriptions requested on Thursday or Friday may not be filled until the following week.
- **Prescriptions will not be filled after hours or on weekends.**
- Please follow up with your provider as scheduled so we can continue to refill our prescriptions safely.

Test Results:

- Our office will contact you with the results of all tests after receiving the final report, which may take a week or more for some tests. If you have not heard from us within seven (7) days, please call our office.
- Normal results may be communicated by mail or phone, but you will be notified of concerning results by phone.
- Results can only be given directly to the patient or authorized representative. If you would like to authorize someone else to have access to your medical information, you will have to sign a release of information form.
- For certain sensitive test results, we will set up an appointment to discuss results with you.

Parking and Transportation:

- The Women's Center is located on the second floor of the CMH Health & Wellness Pavilion, which is east of the hospital, at 2265 Exchange St., Astoria. Women's Center providers also see patients at our Seaside Clinic, which is located in the Seaside Outlet Mall at 1111 N. Roosevelt Dr., Ste. 210, Seaside.
- We are located on the Sunset Empire Transportation bus route.

Your Medical Information:

- MyCMH is your secure online gateway to your CMH health information. Once you register, you can access your information at any time. More information on registering for myCMH will be available at check-in.
- At CMH, we have an Open Chart policy, which means that you can request to view information in your medical record with one of our staff members.
- A release of information is enclosed to allow us to obtain necessary medical records from previous providers. This process usually takes two (2) to four (4) weeks, so please submit this request to your previous provider as soon as possible.
- A report of your visit will be forwarded to the primary care provider you have identified.
- If you need medical forms or a letter filled out by a medical provider on your behalf, please allow five (5) business days for processing.

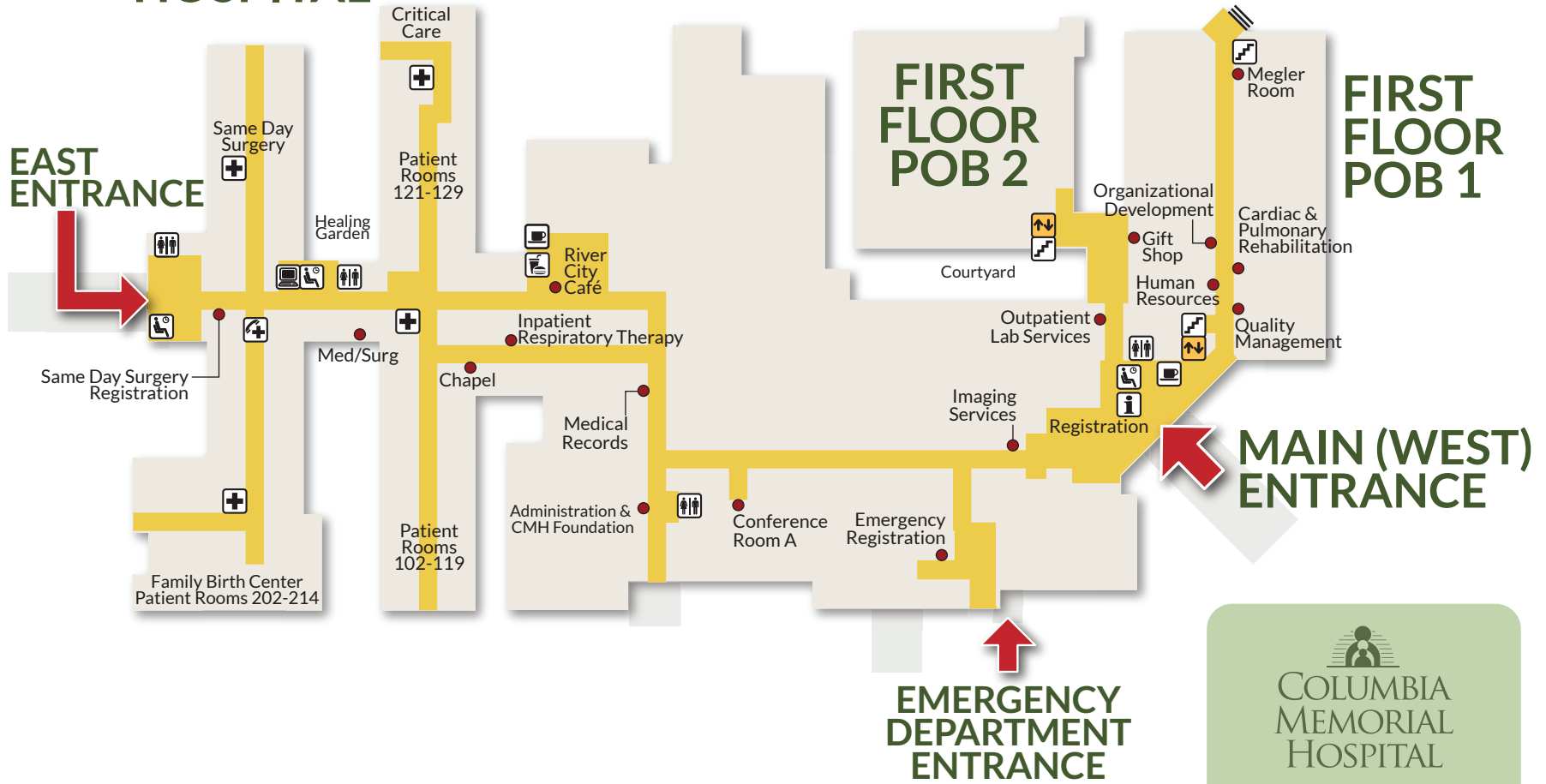
Patient Satisfaction Experience:

- We generally send out a patient satisfaction survey after appointments. We appreciate your feedback to make improvements to our services. We thank you in advance for your participation.
- If you have any questions regarding your appointment or are in need of any assistance, please feel free to contact our office at 503-338-7595.

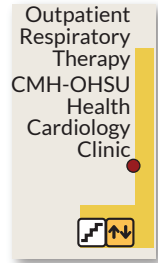
Thank you for your time and attention to the enclosed paperwork. We look forward to seeing you and participating in your health care.

Main CMH Hospital Campus

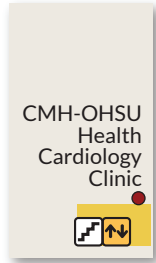
FIRST FLOOR HOSPITAL



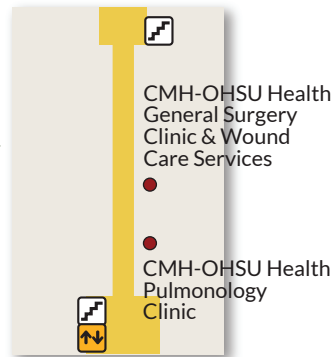
SECOND FLOOR POB 2



THIRD FLOOR POB 2



SECOND FLOOR POB 1



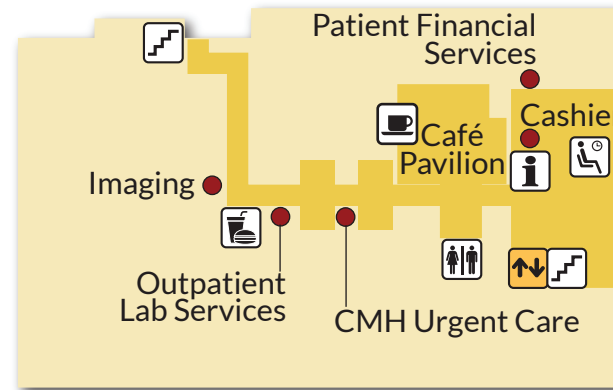
MAP KEY

- | | | | |
|--|-------------|--|------------------------|
| | Information | | Nurse Station |
| | Elevator | | Call for Entry |
| | Stairs | | Vending |
| | Waiting | | Computer Station |
| | Restrooms | | Coffee Shop or Station |

CMH HEALTH & WELLNESS PAVILION



FIRST FLOOR

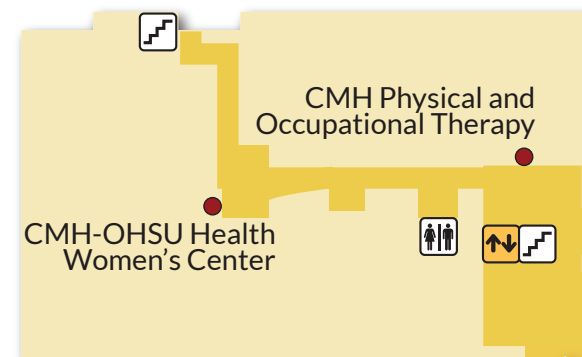


**PAVILION
MAIN
ENTRANCE**

THIRD FLOOR



SECOND FLOOR



**MEZZANINE
ENTRANCE**

MAP KEY

- | | |
|-------------|------------------------|
| Information | Nurse Station |
| Elevator | Call for Entry |
| Stairs | Vending |
| Waiting | Computer Station |
| Restrooms | Coffee Shop or Station |

Park Medical Building

2120 and 2158 Exchange St., Astoria, OR 97103



Columbia River ↑

Additional parking
and elevators and stairs
under the building

21st Street

2120 Exchange St., Astoria OR

West Building

First Floor:

- Outpatient Pharmacy – Astoria
- Pediatric Physical and Occupational Therapy
- Speech Therapy

Second Floor:

- Lower Columbia Hospice

West Building
Main Entrance

2158 Exchange St., Astoria, OR

East Building

First Floor:

- Lab
- Primary Care – Astoria

Second Floor:

- Diabetes Education
- Endocrinology Clinic
- Imaging
- Nutrition Therapy
- Pediatric Clinic

East Building
Main Entrance

↑
North

Exchange Street