

# Ambulatory Clinic Information

## Getting Medication Refills

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- Please call your pharmacy for any prescription refills. Do not call your clinic.
- If your prescription says “0” or no refills, please call your pharmacy. Try to do this three (3) business days before you need more medication.
- Important things to know:
  - Your pharmacy will contact our clinic. We will ask your doctor or other health care provider about your medication. They may write a new prescription. Or we may contact you about your medication.
  - It may take more than three (3) days to get a new prescription if your insurance must approve it or your doctor needs to provide more information. If so, we will tell you about possible delays.

## Completing Disability/Federal Medical Leave Paperwork

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We can help you complete disability or medical leave forms. You can send us your forms in these ways:

- Drop them off at the clinic
- Attach them to a secure MyChart message

Please allow up to five (5) business days for us to return the forms to you. We may ask you to sign a medical release form before we complete your paperwork. We will let you know if you need to do this.

## How to Get Your Lab Test Results

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You can see the results of most lab tests in MyChart as soon as they are available. This means you may see the results before your doctor or other health care provider sees them.

We will contact you if we need to talk with you about the results. Otherwise, you can talk about them at your next clinic visit. Or your doctor or provider may send you a MyChart message.



You may have tests through doctors or other health care providers who do not work at OHSU. Please contact their office to talk about your results.

## Asking medical questions by Telephone or MyChart

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### Questions about your symptoms

- Call 911 if you have a medical emergency.
- Stay on the phone until a staff member answers if you call us about a symptom. Please do not leave a voicemail. We might ask if the nurse can call you back, but we do want to talk with you directly.
- We will call you back the same day if you call us before 3 p.m.
- We may call you the next business day if you call us after 3 p.m. The nurse will guide you in the next steps. **Please do not send a MyChart message if you need help with your symptoms.**

### Questions about your treatment or lab test results

Please call the clinic or send a MyChart message with questions about your treatment or the results of regular lab tests. We will get back to you right away or within 48-72 hours.

### Reaching us after hours, on weekends and holidays

- After regular business hours and on weekends or holidays, call the OHSU hospital operator at 503-494-9000 **for urgent issues only**. Ask for the oncology doctor on call. This doctor will be able to look up your medical records, but they will not know your entire care plan.
- Please send us a MyChart message for non-urgent issues. We will review it on the next regular business day.

## Clinic information to remember

Clinic business hours:	Monday-Friday 8 a.m. – 5 p.m.
Clinic phone number:	503-494-5694
After hours phone number:	503-494-9000
MyChart:	<a href="http://www.mychart.com">www.mychart.com</a>