

**APPLEGATE MEDICAL ASSOCIATES, LLP**  
**689 E 19<sup>th</sup> Ave**  
**Eugene, OR 97401**  
**(541)868-1876**

**Information Relating to Our Practice**

1. Our regular office hours are 8:00 am to 5:00 pm daily.
2. Because of the high volume of incoming morning phone calls, the best hours to call are after 10:00 am and before 3:00 pm.
3. Please bring all current medications with you to each appointment. This will aid your physician in evaluating your medication use.
4. For prescription refills:
  - a. Please call the pharmacy where you get your medications several days before you will run out.
  - b. The pharmacy will fax us with the name of the medication, dosage and directions. Your physician will review the prescription and the nurse will fax the pharmacy back. Be aware this process may take up to 72 hours.
  - c. Please do not call our clinic for refills unless you need a written prescription.
  - d. Friday afternoon requests will be sent to the pharmacy on Monday morning.
5. If you receive injections on a regular basis, please call to schedule a nurse appointment.
6. If you have lab work done following your appointment, remember that it will take a few days for the results to return. If any of the results are abnormal. Your physician or his nurse will notify you. Otherwise, we will discuss the results at your next appointment. Lab information may be sent by mail.
7. If you are calling the clinic for a referral to a specialist, please provide the following information:
  - a. Your insurance carrier
  - b. Complete name of the physician to whom you re being referred.
  - c. Specific problem/diagnosis
  - d. Date of appointment if already scheduled.
8. If you have been waiting more than a week to get an appointment with a specialist or hear if a referral has been approved, please call our office at (541)868-1876. We will try to locate the source of the delay for you.
9. In consideration of the schedule for all patients, please try to be on time for your appointment. Please reschedule if you find you are more than 15 minutes late. A 24 hour notice of cancellation is also appreciated since we may be able to accommodate another patient in urgent need. Patient appointments are scheduled for a designated amount of time. **In consideration of other patients, it may not be possible to address all of your concerns in one appointment. If you have numerous concerns or health issues to discuss with your physician, it may require that a follow up appointment be made. Thank you for your understanding.**
10. **Please be aware that if you have three no shows or cancellations in a row, our policy is to dismiss you from our practice. Please notify us 24 hours in advance if you are unable to make your appointment. We will make every attempt to make reminder calls the day before your appointment. Please call to confirm your appointment if you have not heard from us.**
11. If you have an urgent need to see the doctor, please call (541)868-1876 before coming to the clinic. This will allow us to accommodate your needs efficiently.
12. Please call your insurance company before coming in for special appointments, like a procedure. Your insurance company can tell you if the appointment will be covered by insurance and how much they are willing to pay.