

How to connect with Asher Community Health Center services

We have a variety of services and resources at ACHC: Medical, Dental, Lab, X-ray and much more. To learn about our services and agency partners, visit our website at: AsherHealth.org or call us at 541-763-2725.

Sign up for OCHIN MyChart, and keep your health records at your fingertips. Communicate with your provider, request prescription refills, access test results and manage your appointments. To learn more, go to: mychart.ochin.org or ask your provider.

How to best prepare for your visit to ACHC:

- Arrive 15 minutes early.
- Fill out and bring any needed paperwork or documents with you.
- Bring a list of your medications.
- Note any questions for the provider, and include any important details you don't want to forget to share.
- Call if you have any questions about pre-appointment instructions. (fasting, etc)
- While we are under coronavirus restrictions, please do not bring additional family, friends or children to your visit or to the waiting room.
- Masks and hand sanitizer are available and we require their use upon entering the clinic.

Your ACHC Team

Your health and experience of care are very important to us. Our teams work cooperatively together to make your care the best it can be.

Administrative duties are performed by the Chief Executive Officer, the Chief Financial Officer, and the Chief Operations Officer. As a non-profit, there is also policy and procedure oversight from a 12-member Board of Directors.

Healthcare and medical operations are conducted under the oversight of a physician Chief Medical Officer. Patient care is provided by two Certified Physician Assistants (PA-C), who are comprehensively trained in diagnosing and treating illness, as well as providing preventative care. The PA-Cs are supported by a team that includes Medical Assistants, a Referral Coordinator, and a Community Health Worker.

The **Front Desk** manages greeting, registering and scheduling patients, routing telephone calls and faxes, and a myriad of other important patient tasks.

The **Dental** team is led by a Dental Director, who is also one of our on-site Dentists. They are supported by an Oral Hygienist, a Dental Assistant, and by Dental Front Desk staff.

If you have any questions about individual or team responsibilities, please contact our Chief Executive Officer, or our Chief Operations Officer Susan Moore by calling 541-763-2725 during normal business hours.



Asher Community Health Center

- ◆ Information,
- ◆ Patient Rights,
- ◆ Patient Responsibilities



ASHER COMMUNITY HEALTH CENTER

Visit us at: AsherHealth.org

Ph. 541-763-2725

Fax: 541-763-2850

Mail: PO Box 307, Fossil, OR 97830

FOSSIL CLINIC: 712 Jay Street

Hours: Mon through Fri, 8 am to 5 pm

SPRAY CLINIC: 211 Pine Street

Hours: Wednesday, 8 am to 5 pm, by appt.

Mitchell School Based Health Center:

340 SE High St.

Hours: Tues & Thurs, 8 am to 4 pm, by appt.

After Hours Advice Nurse:

541-763-2725

and follow prompts for "Advice Nurse"

ACHC Patient Rights and Responsibilities

Patient Rights:

Asher Community Health Center was created to serve the needs of your community. Our mission is to provide high quality primary health care to all who come here, regardless of their ability to pay.

We want you to know your rights as a patient of this center. Patients who participate in their care help to create a successful outcome!

You have the right to considerate and respectful care.

You have a right to confidential treatment. You also have the right to approve or disapprove the release of any medical information, except when release is required by law.

You have a right to information about your diagnosis, treatments and prognosis. This information will help you make informed decisions regarding your care.

You have the right to reasonable response to your requests for treatment.

You have the right to access any information contained in your medical record.

You have the right, and the scope and intensity of your treatment, within the limits of applicable laws.

You have a right to care which takes into consideration your psychosocial, spiritual, and cultural values. You have the right to participate in the consideration of ethical issues that arise in your care.

You have the right to accept medical care, or to refuse treatment, to the extent permitted by

law. You also have the right to be informed of the medical consequences of refusing treatment.

You have the right to be made aware of advance directives, and to know how this organization will respond to such advance directives.

Your guardian, next of kin, or legally authorized responsible person can exercise your rights for you if you have been medically or legally determined to be unable to participate yourself.

You have the right to be informed of any research or experimentation which could affect your care. You may then decide whether or not you want to participate in it.

Patient Responsibilities:

A responsibility to actively participate in decisions regarding your health.

A responsibility to be as accurate and complete as possible when asked for information about your medical history.

A responsibility to be honest and direct about everything that happens to you as a patient.

A responsibility to let your provider know if you are concerned about a treatment, or if you feel you cannot or will not follow a treatment plan.

A responsibility to follow instructions and accept the consequences if your treatment plan is not followed.

A responsibility to notify your provider at once if you notice or think you notice, any perceived risks in your care or unexpected changes in your condition.

A responsibility to ask questions promptly for clarification if you do not understand instructions or what is asked of you or why it was asked.

A responsibility to be respectful and considerate of

staff and other patients, and to maintain civil language and conduct in interactions.

A responsibility to meet your financial commitments with our facility, examine your bill, and ask questions regarding charges or method of payment.

ACHC rules and policies

Our ACHC rules and policies are contained within the new patient registration packet, or they can be downloaded from our website, and they are also available at the clinic upon request.

Patient Complaint Resolution:

We hope to provide you with the best experience of care that we possibly can. However, at times we may need to work together to resolve an issue.

For that, we have a process called Patient Complaint Resolution.

This form can be downloaded from our website AsherHealth.org on the "Patient Forms" tab (AsherHealth.org/patient-forms). You may also ask for this form at our clinic's front desk.

Response times:

- ◆ Refill requests- within 2 business days
- ◆ MyChart- response to patient communications within 2 business days

This information is available in other languages by request.