

# Family Tree Medical Clinic

2508 NW MEDICAL PARK DRIVE, ROSEBURG, OR 97471 Phone: (541) 673-5225 Fax: (541) 229-4777

Dr. Sarah Agsten, DO and Dr Heidi Beery, MD

We look forward to having you as a patient! In order to streamline your appointment please fill out the enclosed new patient paperwork and mail back at your earliest convenience in the provided return envelope.

### **Our Office Hours**

**Dr Agstens** office hours are Monday- Thursday from 8am-5pm with a lunch from 12pm-1pm **Dr Beerys** office hours are Tuesday-Friday from 7:15am-5pm with a lunch from 12pm-1pm Our office is available by phone from 8am-5pm Monday through Friday (excluding the lunch hour from 12pm-1:30pm)

## **Our Staff**

Many of our staff members are cross trained to provide the best possible care for you and your loved ones. Beckie and Cassidy are the faces of our practice and will be here to greet you as arrive and leave. Kati is our care coordination specialist she will assist you with referrals and authorizations. Our Medical Assistants Jenny and Melody will work side by side with Dr. Agsten and Dr Beery to provide your clinical care. Our office manager Julia is always available to you and your family for any questions, concerns, or grievances.

# Family Care/Preventative Health Care Services

Family Tree Medical clinic is proudly recognized as a Tier 4, Patient-Centered Primary Care Home (PCPCH). A PCPCH is a health clinic that is recognized for their commitment to patient-centered care. Primary care homes are accessible, accountable, comprehensive, continuous, coordinated and patient and family centered. It is our goal to provide the best quality medical care for your entire family. Dr Agsten and Dr Beery care for infants, children, adolescents, adults, and senior citizens. We feel that prevention of disease and promotion of wellness are important for health care. We emphasize good health practices by providing immunizations, screening exams and tests, smoking cessation, and weight loss consultation to help prevent heart disease, diabetes, osteoporosis, strokes, and cancer.

You are the most important member of your healthcare team we are here to work with you to provide the best healthcare plan tailored specifically for you.

### **After Hours**

If you need care during non-business hours our answering service is available 24 hours a day 7 days a week. Please call our main phone number at 541-673-5225 and you will be directed to our answering service.

## **Medication Refills**

Please contact your pharmacy to request refills if no refills are available your pharmacy will contact our office. If you need a refill on a short-term medication or one without a refill please call our refill number at 541-440-6310, be sure to leave your name, date of birth, the name of the prescription you are calling to refill the pharmacy you use and your call back number. All refill requests will be addressed within 24-48 business hours. **Do not let your medication run out**. Check for refills one week ahead of time.

Welcome to Family Tree Medical Clinic! We look forward to serving your health care needs.