

Welcome to Community Health Centers of Lane County

It is our goal to provide you with clear and relevant information as you establish care with our practice.

We Are a Primary Care Medical Home



The mission of the Community Health Centers is to improve the health and wellness of our community through access to affordable, holistic healthcare. As a recognized Patient-Centered Primary Care Home, we are committed to listening to your concerns, coordinating all aspects of your care and having you be an active participant in your health.

Your Provider and Care Team

Your **primary care provider** is supported by a trained and dedicated **care team**. Each care team consists of a Registered Nurse, Patient Care Coordinator and clinic staff that assist with patient intake procedures.



Customer Service Center:
541-682-3550



Clinic Hours of Operation:
Monday – Friday, 8am-5pm.

After Hours Answering Service

When our clinic is closed, our after-hours answering service can be reached by calling our main telephone number **541-682-3550**. **If you have a medical emergency requiring immediate assistance, please call 911.**

Clinic Locations

- Brookside Clinic, 1680 Chambers Street, Suite 103, Eugene OR 97402
- Charnelton Community Clinic, 151 West 7th Avenue, Suite 100, Eugene OR 97401
- Delta Oaks Clinic, 1022 Green Acres Road, Eugene OR 97408
- Lane County Behavioral Health-Primary Care, 2411 Martin Luther King Blvd., Eugene OR 97401
- RiverStone Clinic, 2073 Olympic Street, Springfield OR 97477
- Springfield Schools Health Center, 1050 10th Street, Springfield OR 97477



Appointments: Schedule / Reschedule / Cancellations

To schedule, reschedule or cancel an appointment, please contact our Customer Service Center at 541-682-3550. We request a minimum of **(4) hours advance notice** if you need to reschedule or cancel an appointment. Our practice also offers **same-day appointments which are scheduled on the day of the visit.**

Appointment Arrival Times

- New Patients: Please arrive 30 minutes before your scheduled appointment
- Existing Patients: Please arrive 15 minutes before your scheduled appointment



How to Prepare for Your New Patient Appointment

- Arrive 30 minutes before your new patient appointment
- Bring your insurance card to all appointments
- Be prepared to pay your co-payment if required by your insurance plan
- Make a complete list of all medications that you are currently taking (including vitamins and supplements), or bring the containers with you to your appointment
- Be prepared to discuss your top medical concerns with your provider; follow-up appointments may be scheduled following your initial visit



Prescription Refills

When you need a prescription refilled, please call your pharmacy directly, even if there are no refills remaining. Your pharmacy contacts and coordinates all refill requests directly with your care team. Please allow 72-hours for prescriptions to be refilled.

Clinic Services and Programs

- Adult and Pediatric Patient Care
- Prenatal Clinic
- Integrated Behavioral Health Care
- Naturopathic Care
- Wellness Program
- Dental Prevention Program
- Clinical Pharmacist
- Patient Portal
- Patient Education Classes
- Mindfulness Classes
- Oregon Health Plan application and renewal assistance
- Sliding Fee Discount Program
- Alternative Care: acupuncture services



Billing Questions

If you have questions concerning your statement, please contact the billing office using the telephone number listed on your statement.