

Legacy Health

Welcome to Legacy Medical Group-Northwest

Legacy Medical Group-Northwest is committed to providing you high-quality, cost-effective healthcare. We value developing a long-lasting relationship with you and your family.

Office Hours and Appointments

Legacy Medical Group-Northwest is open Monday through Friday, 8 a.m. to 5 p.m.

To schedule an appointment, please call 503-413-5644. If you need to cancel or reschedule, please call at least one business day before your scheduled appointment.

If you develop an urgent healthcare need and your primary care provider is unavailable to see you that day, you will be offered an appointment with another provider.

After Hours/Weekend Coverage

Legacy Medical Group-Northwest provides 24 hours-a-day, 7-days-a-week coverage. If you develop an urgent healthcare need after office hours or on the weekend and need to speak with the provider on-call, please call 503-413-8988. Referrals, medication refills and test results are generally not considered urgent health care needs and should wait until your own primary care provider is available during normal business hours.

Emergencies

For any serious or life-threatening illnesses or injuries, please call 911 or go to the nearest Emergency Department.

Medication Refills

To refill a prescription, please call your pharmacy at least five business days before you need the medication refill. Be prepared to give the pharmacy the name of your primary care provider, the name and dose of your medication, the prescription number and your insurance information.

If your pharmacy requires authorization for the medication refill, they will fax a request to your primary care provider with all of the information needed to process the request. Your primary care provider will confirm the request. We will call the authorization back to the pharmacy within five business days of receiving the request from the pharmacy. Our providers are unable to prescribe narcotics or other controlled substances after hours or on weekends. It is also our policy to not prescribe narcotics or other controlled substances at the first visit.



Lab and Imaging Test Results

If your physician orders lab work or imaging tests, the lab or imaging service will notify the clinic of the results. You will receive notification of your lab or imaging test results from your primary care provider within two weeks. At that time, you will receive follow-up instructions, if applicable. If you do not receive notification by the end of two weeks, please call the clinic.

Referrals

Some health plans may require authorizations for specific services such as specialty care, diagnostic testing, surgeries and hospital care. Please contact your insurance company for information about your plan requirements. Legacy Clinic does have staff available to assist you with the authorization process. Please contact our Referral Specialist at 503-413-8988 if you need assistance.

Billing and Insurance

You are financially responsible for your medical care, which includes referrals to other providers and services. We will bill your insurance company for you if you provide us with complete information. Please bring your current insurance card to every appointment. Insurance co-payment is due at the time of service. If you cannot show proof of insurance that day, we require a minimum payment of \$50 (which will be credited toward your account).

It is your responsibility to understand your benefits. Many insurance plans, including Medicare, do not cover annual exams or certain preventive services. Physical exams and some diagnostic tests that are medically appropriate and recommended by your provider but NOT a covered service by your insurance plan. Please check with your insurance company before your visit if you have questions.

If you have billing questions or wish to inquire if financial assistance is available, you may reach our financial counselors at 503-413-3900 or toll free at 877-295-8702. If your insurance, address or phone number changes, please notify us.

Hospital Care

If hospitalized, a hospitalist will provide your care from Legacy Inpatient Medicine Service. A hospitalist is a specialist who cares only for hospitalized patients and is available to you, your family and your primary care provider to answer any questions about your care. Since all doctors in the Legacy Inpatient Medicine Service are full-time hospitalists, they have no outside obligations and can devote their full attention to your hospital care. The Legacy Inpatient Medicine Service will notify your primary care provider when you enter to the hospital, when any significant change in your condition occurs and upon your discharge.

In addition, your primary care provider will receive a printed summary of your diagnoses, test results and medications after discharge.

We hope that this information was helpful to you. If you have any questions, please call 503-413-8988 for assistance. We look forward to serving your healthcare needs.