

FAQ - Frequently Asked Questions!

- **How do I make an appointment?**
 - Most people call our office to schedule an appointment.
 - You can also request an appointment through our Patient Portal.
- **Need to cancel your appointment?**
 - We require a 24-hour notice for cancellations.
- **What is the Patient Portal?**
 - The Portal allows you to send messages directly to your Provider, instead of calling. It also allows you to see any lab and imaging results as soon as we receive them.
 - You can find the portal link on our website: www.orchidhealth.org (upper right corner). Ask any of our staff for help. We can send you an email link or set you up when you come in.
 - Your health information will be available to you through our patient portal in English or Spanish. The patient portal is compatible with multiple screen reading technologies, including color blindness testing, to support accessibility for people with visual impairments
- **Calling the office?**
 - We strive to provide timely responses to requests. If you call the clinic, you should hear back from us within 24-48 business hours for non-urgent issues. If you send a portal message, you should receive a response within 2 business days.
- **What if I need to reach someone after the office is closed?**
 - Easy! Use the same phone number you normally call and listen for the option to reach our After-Hours Nurse Service.
- **How do I get my Prescription Refilled?**
 - The best FIRST step is to call your pharmacy and ask them for a refill - they will then contact us directly if needed.
 - If you are having any difficulty, please call us so we can resolve it for you. (Or use the Patient Portal!) Any “controlled medication RX” needs to be given during an appointment. (This would include things like pain medication, certain anxiety, or sleep medication, etc).
- **Can I have my blood tests done at Orchid?**
 - Yes, we draw labs for the patients who have *established* with us (even if ordered by other providers).
- **Do you do X-RAYS at Orchid?**
 - No, sorry, at this time, we do not have an X-RAY machine at any of our sites - but we can give you an order to do your test at your preferred imaging center.
- **How can I get my lab or X-RAY/imaging results?**
 - Most test results are shared on the patient portal. If you do not have a patient portal account, we will call you with the results. Some providers may coordinate reviewing your results during a scheduled visit. If you have questions, please reach out via the portal or call your clinic. We care here to help.
- **What if I am worried about paying for my visit or labs?**
 - We don't want money to stand in the way of your health care, so please talk to us about your concerns.
 - Ask about our Sliding Fee Discount, too!
- **Do you see Kids? What about Babies? What about Seniors?**
 - Yes, Yes, and Yes!
- **Patient Relations – How do I report a concern to Orchid Health?**
 - Patients or family members may report concerns about the quality of care, safety or service to any staff member, member of the medical staff or clinic manager. Patients or family members may also contact the Patient Relations Department listed below to share a compliment with staff.
 - Patient Relations – Orchid Health
 - Email: patientrelations@orchidhealth.org
 - Address: PO Box 546 Gresham OR 97030