

# HARRISON FAMILY MEDICINE

1100 Southgate, Suite 2  
Pendleton, OR 97801  
Tel 541-215-1564  
Fax 541-215-1567

Welcome to our practice and thank you for choosing us for your HealthCare needs.

We provide care to patients of all ages from newborn to end of life.

As Board Certified Family Practitioners our services include, but are not limited to, adult medicine, geriatrics, pediatrics, gynecology, and the management of emergency care. We work closely with specialists to ensure referrals are made that may assist in the treatment of complex health issues to enhance the quality of patient care.

We value and respect each patient equally, no matter their race, gender, or financial position.

## **Physicians**

Russell Harrison, MD- Family Medicine  
Andrea Carrasco, MD - Family Medicine

## **Physician Assistants**

Erika Acuna, PA-C  
Linda Harries, PA-C

## **Office Hours**

8:00 to 5:00 Monday thru Friday

## **Scheduling appointments**

Appointments are schedule Monday Through Friday between 8:00 am and 4:00 pm. The physicians reserve time daily in their schedule for their patients who require same day appointment due to an unforeseen acute illness. In the event your primary care provider has no time available in their schedule to accommodate your needs, the other physician/PA will see you for this acute visit appointment. **It is recommended that you call prior to 10:00 am for same day appointment.**

**If you have a life-threatening emergency call 911 directly**

## **Rescheduling or Canceling Appointments**

We request a 24 hour prior notification for rescheduling or cancellation of appointment. It is important that you communicate to us when you are unable to keep an appointment, so it doesn't hinder us from offering the appointment to other patients who may need to see us.

### **After Hours calls**

After the office is closed or on Holidays you may contact our on-call service at 541-969-3885 for any emergencies. Scheduling an appointment and all other routine questions should be done during normal office hours by calling 541-215-1564.

The covering physician/PA does not address medications refills, referrals, lab results, appointment cancellations or other non-urgent matter.

### **Prescription Requests**

When requesting prescription refills please allow at least 48 hrs. to process your request. Please make available all prescription information as well as the Pharmacy that you will be using to fill your prescription or contact your pharmacy directly. Controlled substances will be refilled only during normal business hours. Our office protocol does not allow refill of controlled substances after hours (ex. Narcotics, benzodiazepines)

### **Referrals**

If your insurance requires a referral and/or prior authorization for any specialists or ancillary testing your Primary Care Provider is referring you to, our office will process that for you. Your insurance information and any supporting documentation will be provided to specialists as needed for your appointment.

### **Hospital Care**

If you need to be admitted to the hospital, we have an agreement with St. Anthony's Hospital, a hospitalists group, which will manage the hospital stay care. They will forward the hospital stay information to our office.

### **Test Results**

We believe that patients should be informed of results of all testing. For routine labs and tests, you may receive a call from our nurses or a letter.

The results are been reviewed by the physicians and then assigned to the office staff to inform you. If you wish to speak with the physician regarding the results, please let the nurse know and our providers will call you or request for you to make an appointment regarding the nature of the results. If you have not heard of your results within 7-10 days, we do want you to call to inquire.

### **New Patients**

Please arrive to your scheduled New patient appointment 10-15 minutes prior to the schedule time to have enough time to go over the paperwork and health insurance information.

### **Financial Information**

We will process all insurance claims for payment. Please be aware of what your insurance benefits are for our services and what your financial responsibilities may be. Co-payment is expected at time of service. We accept cash, checks, credit cards.

**Again, thank you for choosing Harrison Family Medicine.**