

Ambulatory Oncology and Hematology Clinic Timelines

In order to provide our patients with the safest and highest quality care, the following document outlines timelines regarding key processes related to your care.

1. Medication Refills

Please call your pharmacy for any prescription refills. If your prescription is out of refills or does not allow them, your pharmacy will contact our clinic for refill authorization. This process may take 48-72 hours, longer over weekends. Please plan accordingly and contact your pharmacy before you run out of medication. Please see our Medication Policy for more information.

2. Disability / Federal Medical Leave Act Paperwork

It is recognized that you may require disability paperwork to be completed on your behalf. Your care team is happy to assist in completing this paperwork. You may drop off, fax or send via MyChart required paperwork. Please allow up to five (5) business days for the completion of the paperwork. Please note that OHSU may require the patient to sign a release in order to complete the paperwork. Your care team will let you know if this is required.

3. Lab and Scan Results

Lab and scan results are provided to the patient during an appointment with the provider. All lab results are posted to MyChart four (4) days following the test. For scans, results are posted to MyChart seven (7) days following the scan. For scans not ordered by your OHSU oncologists, please contact your provider who ordered the scan to review the results.

4. Responses to questions sent via:

- a. Telephone – If you have questions or concerns regarding your care you may contact the clinic. Questions specific to your provider will be triaged by the provider's RN Coordinator. Please note that our RN Coordinators may be in clinic or assisting other patients at the time of your call. If your RN Coordinator is not available one of the clinic's administrative personnel will take a message and the RN Coordinator will return your call before the end of the day if the call is received prior to 4 pm or the next day for calls received after 4 pm.

Calls made to the clinic between the hours of 5 pm to 8 am will be transferred to our hospital operator who will connect you to the oncologist on call. Calls to the on call oncologist should be for urgent issues related to symptoms and symptom management. This physician will have access to your chart in EPIC, but will not be familiar with your entire care plan. After hours calls should not be used for questions related to routine results or plan of care for your treatment. Please call to address these issues during business hours.

- b. MyChart – MyChart represents an online tool for messaging with your care team. Please allow up to three (3) business days for a response. MyChart should not be used for emergencies. If you have an emergency, please contact the clinic via telephone.