



Welcome to South Tabor!

We are glad that you have chosen South Tabor to provide your care. Our goal is to provide you with excellent comprehensive health care and customer service. Please let us know if you find us lacking in either area.

We ask that you:

- Arrive 15 minutes early for your appointment (you might have additional forms to complete.)
- Have completed your prearrival questionnaire on MyChart.
- Bring your current health insurance card and photo ID.
- Call us at 503-261-7200 if you have questions or cannot make it to your appointment.

To provide you with convenient access to care, we are open 6 days a week and some holidays.

Our regular hours are Monday 8:00 am to 5 pm, and Saturday 8:30 am to 5 pm, Sunday closed.

Outside office hours, a practitioner is available by phone for urgent health matters that cannot wait until our next business day. You may reach the on-call practitioner by calling our main line, 506-261-7200, and follow the prompts.

If a future illness or injury you sustain is not life-threatening, yet causes you to consider an emergency room visit, please contact our office and your call will be returned the same day. We may be able to assess and treat your condition. Additionally, we offer the benefits of easy access to your general records and shorter wait times than the hospital. Of course, if you believe that your condition is life-threatening, please go directly to the hospital or call 9-1-1.

Please allow up to 48 hours for prescription refill requests. If you have been referred to a specialist, allow 3 to 5 business days for referral processing. Once laboratory results have been reviewed by your practitioner, normal results will be directly uploaded to your portal account. The practitioner's assistant will contact you by phone if additional information needs to be relayed.

If you have a comment or complaint, please ask a member of South Tabor staff for a feedback form.

Our desire is to work together with you to coordinate superb care and keep you healthy as possible. We look forward to a long and healthy relationship with you.

Sincerely,

South Tabor Family Physicians LLP

4 Star Patient Centered Primary Care Home

Member of the Portland Coordinated Care Association

[www.southtabor.com](http://www.southtabor.com)

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