Welcome to South Tabor Family Physicians—we're happy you're here!

For over 60 years, our dedicated providers have proudly served the Portland community with compassionate, personalized care. We are a full-service clinic offering onsite X-ray and laboratory services. Our team provides comprehensive medical care for patients of all ages, supporting the health and well-being of your entire family.

When arriving for your scheduled appointment, we kindly ask you to:

- Arrive 15 minutes prior to your scheduled appointment time for every visit
- Ensure you bring the following to every visit:
    - Insurance card
    - Photo ID
    - List of your medications or the actual bottles
- Provide payment if copay is required

To provide you with convenient access to care, we are open six days a week and on select holidays. Our regular hours are:

Monday:	8 AM – 5 PM
Tuesday:	8 AM – 5 PM
Wednesday:	8 AM – 5 PM
Thursday:	8 AM – 5 PM
Friday:	8 AM – 5 PM
Saturday:	8:30 AM – 5 PM
Sunday:	Closed

MyChart

We strongly recommend signing up for MyChart, our secure patient portal. It is a convenient way to stay informed and communicate with our clinic. Through MyChart, you can schedule appointments, send secure messages to your care team, update your personal information, view billing statements, access test results, request medication refills, and review your visit notes.

If you are not yet signed up for MyChart with our office and would like access, simply contact our office and we can send you a link to sign up. Additionally, on the home screen of our website, you will find a "Patient Portal" button located at the top of the page. Click the link and follow the prompts to activate your account and access your records.

Please note that if you have urgent medical needs, you should contact our office directly by phone at 503-261-7200 for prompt assistance.

On-Call Provider

Outside of office hours, a practitioner is available by phone for urgent health concerns that cannot wait until the next business day. You may reach the on-call provider by calling our main line at 503-261-7200 and following the prompts.

Triage Department

If you experience an illness or injury that is not life-threatening but may otherwise prompt a visit to the emergency room, we encourage you to contact our office first. In some cases, we can assess and treat your condition, while also offering shorter wait times and convenient access to your medical records. However, if you believe your condition is life-threatening, please go directly to the nearest hospital or call 9-1-1.

Please note that our triage department receives a high volume of calls and return messages based on the order in which they are received, as well as the severity of symptoms. Calls received after 4:00 PM may not receive a response until the next business day. Regardless, a member of our triage team will respond via MyChart (if you are enrolled) or by telephone within 24 hours.

Care Coordination

We have two care teams—East and West. Your designated care team works collaboratively to support your healthcare needs. If your primary practitioner is unavailable, another member of your care team will continue to coordinate your care.

Prescription Refills
To help us address your medication needs efficiently, please contact your pharmacy directly to request refills for medications previously prescribed by a South Tabor provider—even if you believe you have no refills remaining. The pharmacy will then coordinate the refill request with us.

If you are requesting a medication that has not been previously prescribed, or if it has been some time since your last visit, you will need to schedule an appointment with a provider.

Please allow up to 72 hours for prescription refill requests to be processed.

Referrals
If you have been referred to a specialist, please allow 7–10 business days for routine referral processing. Once completed, you will be notified via MyChart message or phone call.

Laboratory Results
Laboratory results will be uploaded directly to your MyChart account if you are enrolled in the portal. In some cases, you may see your lab results before your provider has had the opportunity to review and interpret them. Please allow 7–10 business days for your provider to review your results and provide recommendations.

If additional information needs to be discussed, or if you are not enrolled in MyChart, a member of your care team will contact you by phone. Please note that if your laboratory results are normal and you do not utilize MyChart, you will not receive a phone call with notification of those results.

Billing
For billing questions or concerns, please contact our business office at 503-261-7210.

Transferring Care
If you are transferring care to our clinic, it is helpful to obtain your previous medical records prior to your appointment. You can do this in one of two ways:

- Complete our Medical Records Transfer form, available for pickup or on our website.
- Contact your prior provider and request that your records be sent to us via fax at 503-261-7226.

No Show / Late Arrival / Late Cancel
Call us at 503-261-7200, option 3, if you have questions or are unable to make it to your appointment.

Please note that we require at least 24 hours' notice if you need to cancel or reschedule your appointment. A $75 fee may be charged for late cancellations, rescheduling without proper notice, or missed appointments. If you arrive late, you may be asked to reschedule your appointment.

Our goal is to provide excellent, comprehensive healthcare and outstanding customer service. If you feel we are not meeting this standard, we welcome your feedback. Please ask a member of our staff for a feedback form. All comments and concerns will be reviewed and addressed by the Clinic Administrator within 14 days of receipt.

We value the opportunity to partner with you in your healthcare and look forward to building a lasting relationship focused on keeping you as healthy as possible.

Kind regards,
South Tabor Family Physicians