



Getting Care: Pacific Sage Primary Care Normal Business Hours

Monday, Tuesday, Wednesday, Thursday, Friday 9am to 5pm

EMERGENCIES:

If you are having an urgent and life threatening emergency such as trouble breathing, choking, severe head injury, seizure, severe burns, poison ingestion, chest pain, signs of stroke, heavy bleeding, suicidal thoughts, **call 911 or visit an emergency room right away.**

ESTABLISHED PATIENT URGENT CONCERNS or SAME-DAY SCHEDULING ISSUES

Call 541-640-7243 and select option 2 then 2 to speak with the on-call nurse. They can get a message to us within an hour and can give you medical advice on the phone. You could also consider going to an urgent care if we can't address your needs in a timely manner.

Examples of urgent calls include:

1. Same-day scheduling concerns (need to cancel or change times)
2. Urgent Medical Questions (but not life-threatening): colds or flu, cough, sinus infection, sore throat, ear pain, nausea and/or vomiting, diarrhea, persistent high fever, minor infections, minor burns, minor cuts, minor fractures.
3. Urgent Care Coordination Issues that must be addressed same-day

ESTABLISHED PATIENTS NON-URGENT CONCERNS

NORMAL BUSINESS HOURS:

Call 541-640-7243 and select option 2 then 1 to leave a voicemail or send a message in your online portal. We do our best to address these concerns by 5pm same business day.

AFTER HOURS:

Call 541-640-7243 and select option 2 then 1 to leave a voicemail or send a message in your online portal. We do our best to address these concerns by 9am next business day.

Examples of non-urgent calls include requests for:

1. Prescription refills
2. Non-Urgent Medical Questions
3. Scheduling Concern (except same-day scheduling concerns)
4. Administrative concerns
5. Follow up Results: labs, studies, imaging
6. Non-urgent care coordination issues that can wait until next business day

If you are having a problem and are not sure which option to choose (red, yellow, or green), you can always call 541-640-7243 and select option 2 then 2 to speak with the on-call nurse and they can help you.

