



Substance Use Treatment

NEW PATIENT PACKET

www.adaptoregon.org

Dear New Patient:

Welcome to Adapt Integrated Health Care! We look forward to being a partner in your health.

At Adapt Integrated Health Care, there is no wrong door to care. Whether you're seeking medical care, mental health care, or substance use treatment, our providers and staff work together to meet your health care needs. We welcome new patients of all ages— children, teens, adults, and seniors.

As a patient of Adapt Integrated Health Care, you and your provider will work with other health professionals to coordinate your care. This is called your health care team. The most important person on your team is you. When you have concerns about your health, your health care team will help you get the services you need, when you need them.

Your health care team will keep a complete record of your medical history, health status, medications, test results, self-care information, and care received from other doctors. By getting to know you, your team can help you understand your healthcare needs and provide you with the information you need to manage your health.

To get started, just call or drop by our office to schedule your new patient appointment. In the following pages is information to help you prepare for new patient appointments for medical care, mental health care or substance use treatment. Our staff will help you complete new patient paperwork and discuss payment or insurance billing options. If you'd like to speed up your first visit? Fill out your new patient packet ahead of time. You may print forms at home or request a packet be sent to you in the mail. We will provide you with a self-addressed, stamped return envelope.

Thank you for choosing Adapt Integrated Health Care as your health care home.

Sincerely,

Your Adapt Integrated Health Care Team

New Patient Information

Clinic Locations, Phone Numbers & Hours

	Phone	Hours	After Hours
Patient-Centered Primary Care			
Roseburg Clinic 621 W Madrone Street, Roseburg, OR 97470	(541) 440-3500	Mon–Thu, 7am–6pm Fri, 7am–5pm Closed Sat & Sun	<i>After-hours answering service (541) 440-3500</i>
Winston Clinic 671 SW Main Street, Winston, OR 97496	(541) 492-4550	Mon–Thu, 7am–6pm Fri, 7am–5pm Closed Sat & Sun	
Mental Health Care			
Roseburg Office 621 W Madrone Street, Roseburg, OR 97470	(541) 440-3532	Mon-Fri, 8am-5pm Closed Sat & Sunday	<i>After Hours & Weekends call the 24-Hour Crisis Line 1-(800) 866-9780</i>
Youth & Family Mental Health 548 SE Jackson Street, Roseburg, OR 97470	(541) 229-8434	Mon-Fri, 8am-5pm Closed Sat & Sunday	
Psychiatric Services 621 W Madrone, Roseburg, OR 97470	(541) 229-8973	Mon-Fri, 8am-5pm Closed Sat & Sunday	
Reedsport Office 680 Fir Street, Reedsport, OR 97467	(541) 440-3532	By Appointment	
Substance Use Treatment			
Roseburg Office 621 W Madrone Street, Roseburg, OR 97470	(541) 672-2691	Mon-Fri, 8am-5pm Closed Sat & Sunday	<i>After Hours & Weekends call the 24-Hour Crisis Line 1-(800) 866-9780</i>

Patient Portal

For non-urgent communication with your provider, we encourage you to sign up for the secure online Patient Portal. The Patient Portal is a quick and easy way to review your health information, schedule appointments, and communicate with your provider. As a new patient, you will receive instructions on how to sign up for the Patient Portal. If you have questions or need assistance, please talk with a member of our reception team.

Prescription Refills

When you need a prescription refilled, please call your pharmacy directly, even if there are no refills remaining. Your pharmacy contacts and coordinates all refill requests directly with your health care team. Please allow 72-hours for prescriptions to be refilled.

Billing Questions

If you have questions concerning your statement, please contact the billing office using the telephone number listed on your statement.

Sliding Fee & Discount Application

Adapt Integrated Health Care is a preferred provider for most health insurance plans, and we welcome patients covered by Oregon Health Plan and Medicare. If you are uninsured, we offer a sliding fee discount based on family/household size and net income. No one is turned away due to inability to pay. Please refer to our Application for Financial Discount in this packet for more information.

Tobacco-Nicotine Free Campus

For the health and safety of our patients and staff, Adapt Integrated Health Care is a tobacco-free and nicotine-free campus. This means that smoking and the use of tobacco/nicotine products are prohibited at all times and on all properties. If you would like to quit using tobacco, please talk with a member of your health care team.

Service Animal Policy

Only service animals trained to do work or perform tasks for a person with a disability are allowed inside the clinic. Please talk with a member of your health care team for more information (printed information is available https://www.ada.gov/service_animals_2010.htm).

Preparing For Your First Substance Use Treatment Visit

We offer a full-continuum of care for individuals and families with substance use disorders—from medical detox and residential care to outpatient treatment and after care. Our highly trained and dedicated counselors take a holistic approach to care—treating the mind, body and spirit—to help each individual on their personal journey to life-long health and recovery.

Who We Serve

Substance use treatment services are available for adolescents and adults. Services are provided in Douglas, Coos, Curry and Josephine counties.

How to Prepare for Your New Patient Substance Use Treatment Appointment

- ****PLEASE NO CHILDREN AT THE ASSESSMENT APPOINTMENT****
- **Allow up to 2 ½ hours for your first appointment. Be prepared to do a urine drug screen and bring the following information to your appointment (if applicable)**
- Bring picture ID—a current state or federal issued ID—for example, a driver’s license, ID card, or passport
- Bring your insurance card to all appointments
- Make a complete list of all medications that you currently take (including vitamins and supplements), or bring the containers with you to your appointment, or bring a printout of your current medications from your pharmacy
- Verification of your Income & Reduced Fee Application
- \$7.00 for DUII Manual
- DUII Referral from ADES and DMV Driving Record
- Court Documents

Appointments: Schedule / Reschedule / Cancellations

Please call Adult Outpatient Services at (541) 492-0152 or (541) 672-1761 if you have any questions or need to reschedule. This will allow us to offer the time slot to another patient.

Unexcused Group Treatment Absence

Group attendance is expected and very important to your success in treatment. Multiple unexcused absences **MAY** result in suspension from group and delays in your treatment experience.

Our Services

Adult Outpatient

- Adult Outpatient & Intensive Outpatient Treatment
- Opioid Treatment Program
- Problem Gambling Treatment
- DUII Treatment Services
- Peer Support Services
- Aftercare and Support

Adult Residential Treatment

- Adult Residential Treatment
- Sub-Acute Medical Detox

Children & Family Treatment

- Youth Outpatient Treatment
- Youth Residential Treatment
- Moms in Recovery

Housing & Day Treatment

- Fresh Start Day Treatment
- Eveningside Transitional Housing
- Hillside Terrace Transitional Housing