

## FREQUENTLY ASKED QUESTIONS

Due to COVID-19

Please wear facemask in office  
and patient only allowed in  
office

### **What should I expect at my first visit?**

The first visit will be a fact-finding visit. Our doctors will try to gather as much information as possible about you so that a precise diagnosis can be made. This usually includes a review of old records, a complete history, and physical examination and labs and x-rays as indicated.

### **What if I need to reschedule?**

Please call at least 48 hours prior to your appointment to reschedule. If less or if you do not show up to your appointment, we may be unable to reschedule your appointment.

### **Will you bill my insurance and how should I plan on paying?**

Yes, we are glad to bill your insurance for you. Please come prepared to pay any insurance **co-pay** at the time of service. If you have a **significant deductible** with your insurance policy, please contact our office *prior* to your appointment to make payment arrangements. Note: In order to make your first visit go smoothly, if we don't hear from you, expect a call from our office manager.

### **How long will the first visit take?**

You should plan on spending about 2+ hours for your first visit. You will be interviewed by the staff and your doctor. X-rays and lab work may be required. These are all done within our office.

### **Do I need to be fasting?**

NO. For the lab tests there is no need for you to fast.

### **Should I stop my medications when I come in so the doctor can see how bad I am?**

NO. Unless you are told differently, you should continue taking your current medications as ordered by your doctor.

### **Do I need to bring ALL of my medications with me?**

YES. It is **VERY** important that you bring ALL of your medications with you so we can see exactly what you are taking currently. It is best if you bring the bottles with the labels on them. It is not necessary for you to bring previous medication no longer used.

### **Does that include HERBALS and over the counter drugs?**

YES. Please bring your vitamins, calcium, herbals, and any other medications that you take on a regular basis, and the ones you may only take on occasionally. Bring them in the bottles with the labels on them.

### **Can I bring family or friends?**

YES. However, it is advisable to *leave young children at home*, as they will not be allowed in the exam room with the patient for their protection and the appointment can be very long.

### **What else can I do to make my first visit easy?**

We will provide a gown for your physical examination; you may want to choose clothing that is easy to put on and take off. Please wear a limited amount of jewelry so as not to interfere with x-rays. We will want to evaluate any rashes. Limited make-up is best.

**Thank you, we look forward to caring for you.**

**\*SEE BACK PAGE FOR DIRECTIONS\***

Our office is located within the 8-story **THE MINER BUILDING (large black awning)** in the middle of the block the entrance is to the east of the **blue mailboxes** and “**The Passion Flower**”, on the south side of East Broadway between Oak St and Pearl St.

**PARKING:** There is street metered-parking **and** a self-pay diamond lot (at the corner of Pearl & Broadway), however we do validate if you park within the **CITY PARKING on Oak Street**, if possible we suggest you park there as your first appointment will be over an hour long. If you have a **handicapped placard**, you are able to park at any meter over 30 min. without paying the meter or worrying about how long you are parked.

### **DIRECTIONS**

#### **From West of Eugene**

As you come into Eugene on **OR-126**, which becomes West 11<sup>th</sup>, turn right onto **Garfield Street**. Get in the far left hand lane and **turn left on 13<sup>th</sup>**. Continue on 13<sup>th</sup> and turn left on **Oak Street**, after you go thru the light at W. 11<sup>th</sup> - for parking stay in your left hand lane after you go through the light at 10<sup>th</sup> street on the left you will see the yellow awning for the Ballet Fantastique then the entrance for the **CITY PARKING, light blue P sign** (we will **validate** your parking ticket if you park within this structure). If you choose to park there, take the elevator to the street level then walking down Oak Street the direction of the traffic to the corner of Oak and East Broadway cross Oak going East we are located within the **THE MINER BUILDING** (the third building on the South side of East Broadway with DOUBLE etched glass DOORS with a large M on them, look for the **blue mailboxes**). Take the elevator to the 8<sup>th</sup> floor and you will find us at the end of the hall in Suite 830.

#### **From East of Eugene**

Take I-105 West toward Eugene; take the “**Downtown/City Center**” exit stay left of the “Y”. This exit takes you to the Ferry Street Bridge. Continue across the bridge and take the **8<sup>th</sup> Ave/City Center** exit going to the right onto 8th Avenue then turn left onto **Pearl Street**, you will pass Broadway to go to the Parking Structure, go up to 11<sup>th</sup> turn right go one block turn right onto **Oak Street** for parking stay in your left hand lane after you go through the light at 10<sup>th</sup> street see on the left you will see the yellow awning for the Ballet Fantastique then the entrance for the **CITY PARKING, light blue P sign**, (we will **validate** your parking ticket if you park within this structure). If you choose to park there, take the elevator to the street level then walking down Oak Street the direction of the traffic to the corner of Oak and East Broadway cross Oak going East we are located within the **THE MINER BUILDING** (the third building on the South side of East Broadway with DOUBLE etched glass DOORS with a large M on them, look for the the **blue mailboxes** sign). Take the elevator to the 8<sup>th</sup> floor and you will find us at the end of the hall in Suite 830.

#### **From South of Eugene**

From I-5 traveling North take the **EXIT 192, Hwy OR99/OR126 BR W** toward Eugene, which merges into Franklin Blvd, which becomes **E Broadway** after approximately 2 miles staying to the left. Turn Left onto Pearl Street, up two blocks turn right on **11<sup>th</sup> Street**, then turn right onto **Oak Street** stay in your left hand lane a after you go through the light at 10<sup>th</sup> street on the left you will see the yellow awning for the Ballet Fantastique then the entrance for the **CITY PARKING, light blue P sign**, we will **validate** your parking ticket if you park within this structure). If you choose to park there, take the elevator to the street level then walking down Oak Street the direction of the traffic to the corner of Oak and East Broadway cross Oak going East we are located within the **THE MINER BUILDING** (the third building on the South side of East Broadway with DOUBLE etched glass DOORS with a large M on them, look for the **blue mailboxes**). Take the elevator to the 8<sup>th</sup> floor and you will find us at the end of the hall in Suite 830.

#### **From North of Eugene**

From I-5 traveling South take **Exit 194B-to I-105**. From I-105 take the “**Downtown/U of O**”EXIT 2, stay left of the “Y”exit ramp. This exit takes you to the Ferry Street Bridge. Continue across the bridge and take the **8<sup>th</sup> Ave/City Center** exit going to the right onto 8th Avenue then turn left onto **Pearl Street**, you will pass Broadway to go to the Parking Structure, go up to 11<sup>th</sup> turn right, go one block turn right onto **Oak Street** for Parking stay in your left hand lane after you go through the light at 10<sup>th</sup> street on the left you will see the yellow awning for the Ballet Fantastique then the entrance for the **CITY PARKING, light blue P sign**, (we will **validate** your parking ticket if you park within this structure). If you choose to park there, take the elevator to the street level then walking down Oak Street the direction of the traffic to the corner of Oak and East Broadway cross Oak going East we are located within the **THE MINER BUILDING** (the third building on the South side of East Broadway with DOUBLE etched glass DOORS with a large M on them, look for the **blue mailboxes**). Take the elevator to the 8<sup>th</sup> floor and you will find us at the end of the hall in Suite 830.

If you have any additional questions or concerns please feel free to contact us. We look forward to seeing you and assisting you in anyway we can.