

When to call (and not to call) after hours

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Oak Street Medical has a provider on-call when the office is closed, including nights, weekends and holidays. Providers are available to answer urgent questions, but please be aware that providers are at home while on call. If you need to schedule or cancel an appointment, [contact us](#) during regular business hours, Monday through Friday 8-5, except holidays.

These tips and information will help ensure that all of our patients receive the best possible care.

- There is always a provider on-call if the clinic is closed. If the provider is unavailable, leave a message with your name and phone number so that your call can be returned. If you do not get a call back within 30 minutes, please call again.
- If you have a medical emergency, such as chest pain, difficulty breathing, obvious broken bone, new onset paralysis, serious bleeding or severe injury, call 911. In most cases, the

provider will advise you to go to the hospital anyway.

- On-call providers are unable to help you with non-medical issues, such as billing, insurance, referrals or appointments. Please call during regular business hours to discuss these matters.

- If you think you need a prescription called in, please have the phone number of the pharmacy you plan to use and be sure the pharmacy is open (many pharmacies close early, especially on weekends and holidays). Controlled substances can no longer be phoned in, such as many pain medications, tranquilizers and some muscle relaxers. We are unable to prescribe these medications after hours.

We are happy to provide this service to all of our patients. It is our goal to keep our patients healthy and out of the emergency room/urgent care. We know that your time is valuable and that the wait at those places can be very long.

Please only call for medically urgent situations. Our office staff will be happy to help with all other issues during office hours. Remember, most providers are with their families at home after hours. They often receive many calls during this time.

We pride ourselves on always putting the patient first. Helping us help you will make it possible to maintain this service and ensure that our providers are able to assist our patients effectively and in a timely manner. To reach us, call 541-431-0000.

Tags: