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**General Operating Policy: Newberg School-Based Health Center
Continuity of Care and After-Hours Access**

Purpose

Patients may access providers to address urgent needs after normal business hours through secure electronic patient portal messaging (a response for nonurgent needs may be initiated on the next business day). The ability of patients to have access to clinical advice when Newberg SBHC is closed promotes continuity of care and helps reduce emergency room over-utilization.

Procedure

On-site afternoon and evening visit hours for the Newberg SBHC will be maintained to promote accessibility according to a schedule that will be posted visibility outside of the Newberg SBHC. SBHC operating hours will also be posted on the SBHC website, in school communications, and listed on a voicemail recording when calling the SBHC phone line.

Virtual visits for medical and behavioral health conditions will also be available to patients. Extended hours will also be available at specific times throughout the year to accommodate increased demand for sports physicals, wellness visits, and other needs as they are identified.

After-Hours Accessibility

At times when the SBHC is closed, patients will be re-directed by telephone prompt to the Providence Access Strategies call center, where they will be able to schedule appointments, receive medical advice from a registered nurse, and engage in a virtual visit with a provider after SBHC hours. Patients may also seek medical advice by messaging the SBHC care team using the secure MyChart patient portal. Non-urgent requests for medication refills, appointments, etc. will receive a response within one business day. Urgent issues will be directed to a telephone triage nurse line for a call back within 24 hours.

Transitioning Care

In cases where patients no longer wish to be seen at Newberg School-Based Health Center, clinic staff will continue to provide urgent care during operating hours as needed. Medical records may be requested through the Providence Health Information Management Office to be sent to new care provider. An on-site SBHC coordinator will facilitate care transfer and records requests to new care provider when students graduate from the district, transfer to a new district, or request assistance with access to care. Community resources may also be provided for any students who exhibit a need for services but are no longer eligible for treatment at the Newberg SBHC.

Stakeholders

Providence Oregon Medical Group – Access Strategies

Providence Behavioral Health Services

Newberg Public Schools

Oregon Health Authority, Oregon School Based Health Centers

Yamhill County Public Health