

# East Cascade Women's Group, PC

## MATERNITY GUIDE

Congratulations on your pregnancy. Thank you for choosing East Cascade Women's Group, PC for your obstetrical care. It is our goal that your pregnancy and delivery are positive experiences for mother, baby and family. We hope to work with you to optimize your health and deliver a healthy baby.

The office is located at 2400 NE Neff Rd, Ste A, next to St. Charles Medical Center in Bend. Our patients deliver at the Family Birthing Center at St. Charles Medical Center.

You have chosen one physician to see for the majority of your office visits. Delivery is by the on-call physician. It is the priority of the on-call physician to care for laboring patients and be immediately available for deliveries and any emergencies. You may choose to meet other physicians by scheduling visits with any physician.

Your care will begin with a “new OB” visit with a medical assistant or nurse. The visit is generally between 7 and 10 weeks gestation. Your history will be taken, laboratory tests ordered and additional educational information provided. You will have a physician visit between 10 and 12 weeks gestation. Initial visits are monthly to mid pregnancy, then every 2 weeks. During the last month of pregnancy you are seen weekly. If medical issues arise, it may be necessary to see you more frequently.

If ANY issues arise between visits, we NEED to hear from you. The clinic number is 541-389-3300, day or night. Please see information regarding phone calls.

We have created a list of common remedies and medications you may take during your pregnancy that is included in this handout. Additionally, we recommend a book by the American College of Obstetrics and Gynecology: [Your Pregnancy and Childbirth](#). It is an excellent source of information. It will be given to you at your new ob visit. If you would like to pick up your copy immediately, stop by the clinic anytime.

We look forward to working with you to have a healthy pregnancy and baby.

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## **APPOINTMENTS**

We encourage you to schedule visits in advance. You may call the clinic to schedule appointments or schedule while at the office. When calling to schedule appointments please have the following information ready:

1. Whom you are to see and when.
2. Reason for the appointment.
3. Always check that your contact information is current, i.e. new phone number, address or change in name.

If you must cancel, 24 hour notification is greatly appreciated. Reschedule promptly to insure continuity of care.

Postpartum visits are scheduled for 6 weeks after delivery. Call within the week of your delivery to schedule.

## **TELEPHONE CALLS**

Undoubtedly, you will have questions and encounter various problems during your pregnancy. If they are not of an emergent nature, please note the following suggestions:

### **Before calling our office:**

1. Check to see if the answer to your question is in the book or handout we have provided to you.
2. Evaluate your condition and write down a few facts and your questions. This will help you organize your thoughts and give us a clear picture of your condition.
3. Have prescription bottles available to give accurate medication and pharmacy information.
4. Have a pencil and paper available to write down notes and instructions.

### **When you call our office:**

1. Make the call yourself. Relayed information and instructions may not be accurate.
2. If appropriate, call during office hours.
3. Identify yourself by name, due date, and where you are calling from, i.e. Bend, Burns, Fossil, etc.
4. Describe your condition and questions.
5. If you feel it is an emergency, please say so.
6. Calls are answered by receptionists who give the message to a medical assistant or nurse, working with your physician. We will return your call as promptly as we can. However, if you feel your issue is an emergency do not hesitate to call us back or go to Family Birthing Center for evaluation.
7. Non-emergency calls during office hours are returned by a medical assistant or nurse trained to answer routine issues. For more complex issues, they will consult with your physician or the on-call physician.
8. After office hours the answering service will page the doctor on-call. The doctor will return your call when able. They may be operating or delivering a baby and may not be immediately available. If it is an emergency and you feel it is appropriate, then go to the Family Birthing Center or the nearest emergency room

We hope these suggestions are helpful to you.

## **PATIENT PORTAL**

Once we have set you up with your username and password you will have the ability to:

- Ask **non urgent** questions of the staff
- Receive your visit summary
- See your upcoming appointments
- Receive email reminders of future appointments

When you come in for your new patient appointment let our front office staff know that you would like to sign up. They will be happy to provide you with a username and temporary password. We only need your email address! It is that easy! Please remember, we want you to call us if you are having any problems. We have 2 business days to respond to any messages you send to us using the Patient Portal. The Portal is not monitored after office hours, on weekends or holidays.

## **HOSPITAL**

We will deliver your baby at St. Charles Medical Center Bend, located at 2500 NE Neff Road. Family Birthing Center entrance is well marked and the unit is secure. Their phone number is 541-382-4321 ext. 5600. We cannot care for patients at St. Charles in Redmond.

## **BIRTHING CLASSES**

We encourage you to be educated about the birth and delivery process. You may take classes, watch videos or read. We will provide information about birthing classes, newborn care and breast feeding offered through the hospital and health department.

## **BABY CARE**

East Cascade Women's Group cares for pregnant moms. You will need a doctor for your baby after delivery. You may choose any Pediatrician or Family Practitioner doing pediatrics. However, it is not required you choose a provider in advance. There will be an on-call pediatrician to provide care in the hospital.

## **LAB WORK**

We have a St. Charles laboratory technician in our clinic on a daily basis from 8 am to 5 pm. You are able to get your blood drawn or take your 1 hour glucose test for gestational diabetes during these times. Please arrive at least one hour before they leave or 30 minutes before an appointment for the glucose test to ensure they will be here for the whole time. Check in with the receptionist at the front desk for any lab work. If you have any questions, or want to verify that the lab is open please feel free to call our main line.

## **FEES AND PAYMENTS**

We attempt to provide healthcare in a cost-effective way. Our fees are comparable to other specialists in the area. We invite you to frankly discuss any questions you may have regarding fees or services with our business office personnel.

For your convenience, we will contact your insurance company and secure your benefits. We will give you a copy of the information we have secured along with your monthly payment information, if required.

IF YOU ARE GOING TO APPLY FOR THE OREGON HEALTH PLAN please submit your application as soon as possible. Oregon Mother's Care can assist you with your application for OHP and with access to other services such as W.I.C. You can reach them at 541-322-7448.

Thank you for taking time to review this guide. Keep this material where it can continue to be useful during your pregnancy. We hope this information will answer many of the questions you might have during your pregnancy. We are happy you have chosen our practice to care for you and your baby.

### **EAST CASCADE WOMEN'S GROUP, PC**

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**Hours: Monday – Friday 8 a.m. to 5 p.m.**

**[www.ecwg.net](http://www.ecwg.net)**