



EAST CASCADE WOMEN'S GROUP

MATERNITY GUIDE

Congratulations on your pregnancy! Thank you for choosing East Cascade Women's Group for your obstetrical care. It is our goal that your pregnancy and delivery are positive experiences for mother, baby, and family.

You have chosen one provider 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 providers by scheduling visits with any provider. We will deliver your baby at St. Charles Medical Center Bend. We cannot care for patients at any other St. Charles location.

Your care will begin with a health history taken via the patient portal on the website. **As soon as possible log onto our website, click on patient portal, then log in using the username and password we emailed to you. You will see a link that says fill questionnaire next to your 1st appointment.** Failing to complete this step can lead to your appointments needing to be rescheduled.

Your initial phone appointment is with a nurse, and it is generally between 6 and 8 weeks gestation to review your history and go over pregnancy education. You will then have your 1st appointment with provider visit in the clinic between 8 and 10 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.

We have a comprehensive booklet on Understanding Pregnancy with an included app. This will be given to you at your first OB visit. If you would like to pick up your copy immediately, stop by the clinic anytime.

If any issues arise between visits, please call the clinic during business hours. If you have an urgent need after hours, please call our main line and follow the prompts for after-hours emergencies. Our after-hours 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, go to the Family Birth Center or the nearest emergency room. For non-urgent questions you may leave a voicemail that will be answered during regular business hours. You may also send us a message via our secure patient portal. Those messages will be answered within 48 hours.

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PATIENT PORTAL

We have set you up with your username and password to use our Patient Portal. It can be accessed through the top right corner of our web site.

- Lab results
- Messages to and from your provider
- Ask **non urgent** questions of the staff
- Receive your visit summary
- See your upcoming appointments
- Receive email reminders of future appointments

LAB WORK

For your convenience, we have a laboratory technician in our clinic Monday – Friday. If you prefer you can also walk into any St. Charles lab.

FEES AND PAYMENTS

We attempt to provide healthcare in a cost-effective way. Our fees are comparable to other specialists in the area. Please contact our billing office to discuss any questions you may have regarding fees or services.

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 currently covered by OHP call 1-800-699-9075 to notify them that you are pregnant. If you are going to apply for the Oregon Health Plan (OHP) please submit your application as soon as possible. Central Oregon Perinatal Care can assist you with your application for OHP, as well as resources such as WIC, counseling, transportation and more. You can reach them at 541-322-7448 or www.deschutes.org/prenatalscreen, or scan the QR code below, to fill out their intake form and someone from Central Oregon Perinatal Care will contact you.



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

EAST CASCADE WOMEN'S GROUP

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

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