



1300 Broadway St NE #104
Salem, OR 97301

Phone: 503-990-8772

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Patient Information

As a patient of Salem Free Clinics (SFC), it is important to understand the following information.

Scope of Care at Salem Free Clinics

We see patients without health insurance or with emergency insurance only. We provide care for patients who are sick and/or want to be proactive about chronic health needs and medication management.

SFC is not able to assist with the following

- Emergency care (call 911 for emergencies)
- Patients who are 65+ and are eligible for Medicare
- Prescriptions for narcotics, benzodiazepines, or any other controlled substance
- Vaccinations
- Contraceptives, Viagra, etc.
- Healthy patient exams including general physicals, CDL physicals, etc.
- Disability Assessments or other forms needing a provider signature
- Letters for pet therapy, housing, or utilities etc.
- Return to work statements (unless being treated at SFC as a part of an existing health condition)
- Vision evaluations and care

If we are unable to assist with all of your needs, we recommend calling 211, Marion County Health Department, Psychiatric Crisis Center, or other community resources.

Our Providers are all volunteers, most having employment outside of SFC. You should not contact any of the SFC Providers at their places of employment or home. It is expected that any patient who has a medical problem that cannot wait until an available appointment, will use Salem Hospital Emergency, Urgent Care, Marion County Health, Psychiatric Crisis Center, or some other alternative.

Appointments and Care

Call 503-990-8772 to make an appointment. Phone calls will be answered most days between 9AM & 1PM. If we do not answer, please listen to the instructions, choose the appropriate option and leave a message. We will call back when we have an appointment to offer. Call daily if needed.

Walk-in. Patients can walk-in Monday to Thursday between 8AM & 10AM. If we have a cancellation, we **may** be able to see you (the wait time may be as long as 2+ hours). If you walk-in and we cannot provide care that day, we will try to schedule a future appointment for you.

Call 503-990-8772 to cancel an appointment. You must leave a message to cancel 24 hrs in advance of your appointment. Less than 24 hours will result in a No Call-No Show (NCNS). Two NCNS in 6 months and you will not be able to make an appointment for 6 months. During this time you can walk-in at our satellite clinic in Dallas on the 1st & 4th Saturdays of the month. The Dallas Clinic is located at Trinity Lutheran Church 320 SE Fir Villa Rd Dallas.

Medication Management. You must be seen by a Provider if you are needing medication renewals. You are responsible for calling for an appointment before you run out of medications, preferably 4-6 weeks before expiration. You are responsible to pay for your own medication. We are not a pharmacy, we do not fill or refill prescriptions here at SFC.

Lab and Imaging Referrals. While the services here at SFC are free, you are responsible for the cost of any tests, labs, or imaging ordered to aid in your care. Financial Assistance may be available through the service provider you are referred to. If you are billed, you will need to direct all payment questions to the financial department of that service provider.

Specialty care available here that you can make an appointment for:

- Chiropractic • Dental waiting list (extractions only)
- Counseling (call directly 503-689-1585)
Counseling located at 1305 5th St NE Salem, OR

Specialty care available here that our providers can offer you after an initial assessment:

Asthma/Allergy • Cardiac • Diabetes • Dietary • GYN • Headache • Mental Health • Neurosurgery Consult
Orthopedic • Physical Therapy • Podiatry