



Patient Information

*As a patient of Borland Free Clinic,
it is important to
understand the following
information.*

Scope of Care at Borland Free Clinic

Borland Free Clinic (BFC) is a safety net clinic offering free adult primary care to patients who are uninsured, underinsured, or those falling in the insurance gap. We provide care for patients who are sick and/or want to be proactive about chronic health needs and medication management.

Specialty care offered by our providers after an initial assessment:

- Asthma
- High Blood Pressure
- Diabetes Management & Education
- Lifestyle coaching for Pre-diabetes
- Medication Refill

Appointments and Care

Call 503-974-8887 to make an appointment. If we do not answer, please leave a message, and calls will be answered within the next 48 hours.

Walk-Ins

Patients can walk-in Mondays between 3:00-6:30 pm. 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.

Canceling an Appointment

Please call 503-974-8887 to cancel an appointment. You must leave a message to cancel 24 hours 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.

Medication Management

A Provider must see you if you need 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. BFC is not a pharmacy and we do not carry any medications.

Lab and Imaging Referrals

While the services at BFC 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 your Service Provider. If you are billed, you will need to direct all payment questions to the financial department of that Service Provider.

BFC is not able to assist with the following:

- Emergency care (call 911 for emergencies)
- Patients who are 65+ and are eligible for Medicare (We can help you apply)
- Prescriptions for narcotics, benzodiazepines, or any other controlled substance
- Vaccinations (Flu available soon!)
- Viagra, etc.
- Disability assessments or other forms needing a provider signature
- Letters for pet therapy, housing, or utilities
- Return to work statements (unless being treated at BFC as part of an existing health condition)
- Vision evaluations and care (Later)

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

Our Providers are all volunteers, most having employment outside of BFC. You should not contact any of the BFC 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 hospital emergency services, urgent care, Washington County Health Services/Crisis Services, or some other alternative.