

OFFICE POLICY

Appointments:

Appointments can be made during regular business hours. If you are unable to keep your appointment, we ask that you cancel your appointment as soon as possible. Same day appointments are available. Walk – ins are welcome, but as a courtesy and fairness to all, Patients with scheduled appointments will be seen first.

Telephone Calls for the Providers or Medical Assistant:

Our staff is available to accept calls from: 10:00 AM to 6:00 PM on Monday, Tuesday, Thursday, Friday.
10:00 AM to 1:00 PM on Wednesday
9:00 AM to 1:00 PM on Saturday.

All calls will be returned by the end of the day.

After Hours Emergency Calls:

Our physicians are available after office hours, on the weekend and holiday. They can be reached by calling our main telephone number 773-205-0800. In case of an emergency, go to the nearest Emergency Room or call 911.

Prescriptions:

We will be happy to refill the prescription that has been prescribed to you during regular office hours. Because of the large volume of refill calls that we received everyday, we ask that you call your pharmacist and have them fax over your refill request at (773) 205-1804. This will give us adequate time to review your chart and refill your prescription by the end of the day if appropriate.

Referrals:

Some managed care plans require your primary care doctor to obtain authorization to be referred to another provider. If your managed care plan requires this, we will obtain authorization from your insurance company within 3 to 5 business days. Please do not make an appointment with the specialist until you have received a call from our referral department.

Lab Results:

You will be notified of your results by telephone. If you do not receive a call, please call us.

Treatment of a Minor:

A minor is a person under the age of 18 and unmarried. In order for us to treat a minor we must have written consent from a parent or legal guardian including a statement as to the nature of the medical treatment to be given on a specific day.

Minors age 15 and under **MUST** be accompanied by an adult (18 years and older).

Managed Care:

We accept dozens of insurance plans with various deductibles, co-pays, and coverage. We cannot know all the coverage limitations and rules of your plan. It is important that you read and understand the provisions of your insurance. If you have dual coverage, it is your responsibility to know which insurance plan is the primary payor for your benefits and which plan is secondary. You are responsible for verifying that we are the providers on your insurance plan and for knowing what services you have coverage for, including but not limited to office visits, labs, x-rays, procedures, physicals and immunizations. You will be responsible for paying for all services not covered by your insurance plan.

Co-Pays:

COPAYMENTS ARE DUE AT THE TIME OF SERVICE.

Workmen's Compensation:

We do accept Workmen's Compensation claims. At your appointment please be prepared to provide the date of injury, nature of injury, claim number, the adjuster name and their contact information. Due to State Laws, you could be denied benefits if you claim your condition is not work related but it is actually work related.