



Orchard Medical Center, S.C.
Family Practice/Internal Medicine

Patient Information Booklet

The providers and staff of Orchard Medical Center S.C. would like to welcome you to our practice. Patient satisfaction is the commitment we make to every patient seen in our office.

We have put together a new patient information packet, which will help you to understand our policies and procedures. We want your experience here to be a pleasant and productive one. Please take a few minutes and read the enclosed information. If you have any questions regarding any of our policies or processes please do not hesitate to call our office at 847-395-3322. We will be happy to assist you.

Appointments

Routine Appointments

Well child, school physicals, well women exams, and physicals should be scheduled 4-6 weeks in advance. Appointment requests can be made by visiting our website patient portal.

Follow-up Appointments

Follow-up appointments are appointments for chronic problems such as hypertension and diabetes. These appointments are scheduled in the time frame your provider indicates and should be scheduled in advance, or at check out.

Sick Appointments

Sick appointments are handled following a special protocol. Orchard Medical Center S.C. has developed a “same day” appointment protocol to meet the needs of our acutely ill patients. It is designed for the treatment of simple, acute illnesses. This would include symptoms that have arisen with the previous 24 to 48 hours. Typical “same day” problems include sore throat, cough, bladder infections, conjunctivitis (pink eye), rashes, muscle strains and sinusitis. Such conditions are considered non-life threatening, but severe enough to interfere with normal work activities or daily living. Chest pain or shortness of breath may be a symptom of a serious condition. For this reason, the best management begins with a call to 911. “Same day” appointments are limited and are given out at 8:00am. Please try to call at this time to reserve your appointment slot.

Lab/Immunization/Injection Appointments

If our provider or a referring physician has ordered lab tests, an EKG, an injection, etc. this is done Monday through Friday 8:00am-12:20pm and on Saturday 8:00am-10:30am. All patients must come with an order or have an order on file. Patients may not order their own labs.

Cancellation of an Appointment

In order to be respectful of the medical needs of all our patients please be courteous and call our office promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. This is how we can best serve the needs of all our patients.

If it is necessary to cancel your scheduled appointment we require that you call 24 hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

If a patient is scheduling multiple family members at the same time, the rule of the practice it to have no more than 2 family members scheduled consecutively with a provider.

How to Cancel Your Appointment

To cancel your appointment please call 847-395-3322. If it is after hours you may leave your cancellation message with our answering service.

Late Cancellations

Late cancellations will be considered as a “no show”. Please see the “No Show Policy” below.

No Show Policy

A “no show” is someone who misses an appointment without canceling it 24 hours in advance. A failure to present at the time of a scheduled appointment will be recorded in our appointment scheduler as a “no show”. The first offense there is a “no show”, the patient will be sent a letter alerting them to the fact that they have failed to keep their appointment and did not cancel the appointment. If there is a second offense within a 12 month period, a fee of \$50.00 will be billed to the patient, not the insurance company and this fee is required to be paid prior to scheduling the patients next appointment. A third offense in a 12 month period would result in the dismissal from our practice.

Check-In

ID

Please provide a picture ID or your driver's license at check-in. We will need to verify that your name matches your insurance card and the name you are checking in with. This is to prevent insurance fraud or identity theft.

Insurance Cards

Insurance cards are requested at each and every office visit. This includes both office and lab appointments. Without your insurance card, we will be unable to bill your insurance company. This could result in the services being billed to you.

Co-payments

All co-payments must be made prior to seeing any provider. This is in accordance with both your contract and our contract with the insurance company.

Pharmacy Protocol

Prescription Refills

All prescription refill requests must be performed by your pharmacist. Please contact your pharmacy and they will fax over a refill request. Please allow 24-48 hours for all refills to be performed. We do not fill routine prescriptions on Saturday or after hours.

Controlled Substances

All controlled II substances must be written on a tamper proof Rx. These can only be picked-up at our office. Orchard Medical Center S.C. will ask you to sign a release upon picking up your prescription. Orchard Medical Center S.C. also reserves the right to ask for proof of identification.

Mail-In Prescriptions

All patients are required to process their own mail-in prescriptions. We will obtain the medication requested, receive approval from one of our providers and call you when the prescription is ready to be picked-up. Orchard Medical Center S.C. is not responsible for faxing or mailing prescriptions.

Samples

Orchard Medical Center S.C. is well aware of the cost of medications. We may provide some patient's samples of a medication at the start of a new prescription. We regretfully can not provide samples on a monthly basis. Please contact the pharmaceutical company of your particular medication and find out if they offer any discounted programs. Our providers will be happy to write a prescription for these programs but we can not initiate the program for our patients.

HMO Referral Protocol

To obtain a written referral from Orchard Medical Center S.C. we must have an order from your referring or ordering provider. Please allow 7-10 business days to process your referral. We can not process referrals that have not been authorized.

It is important that you do NOT make an appointment with a specialist or for a diagnostic test prior to receiving your referral. We are prohibited from issuing back dated or retroactive referrals of any type. If you see a specialist or have a diagnostic procedure without obtaining an authorized referral, you may be held responsible for the payment of those services. If your appointment or test is urgent, and your provider has ordered an urgent referral, our referral department will expedite this referral request.

HIPPA Regulations

The Orchard Medical Center S.C. providers and staff follow strict HIPPA regulations. It is important that all patients sign our HIPPA acknowledgment form. It is equally important for patients to sign a release of information form indicating who you authorize Orchard Medical Center S.C. to release information to. Please log on to the following website to view the United States Department of Health and Human Services Official site with all the HIPPA regulations.

<http://www.hhs.gov/ocr/hipaa/>

Request of Records Transfer

Our policy for release of records requires a release form to be completed by the patient prior to any release or transfer of medical records. Our office is compliant with the State of Illinois comptroller's statute regarding fees. Please contact our office to determine the cost.

Forms Fees

Orchard Medical Center S.C. will complete forms any of the below forms at your appointment without a fee. If you request a form to be completed outside of your schedule appointment a fee will apply. Please review our financial policy for details.

- 1. Routine school / work physical exam**
- 2. Handicap placard**
- 3. Disability forms**
- 4. Personal letters (employment, airlines, life insurance, etc.)**
- 5. FMLA**
- 6. Assisted living**

Office Hours

Monday – Friday

8:00am-12:20pm Lab/Immunization/Injection appointments

8:00am–1:00pm & 2:00pm–5:00pm Available phone times

9:00am–12:40pm & 2:00pm –4:40pm Available appointments

Saturday

7:30am – 11am – Available phone times

8:00am – 10:30am – Available appointments for “same day” appointments only.

Office Closed

Our office is closed after 5:00pm Monday – Friday and after 11:00am on Saturdays for your convenience a physician will be available and on-call every evening and weekend. Please call our office at 847-395-3322 to receive information on how to contact the on-call physician.

Holiday Closings

Our office will be closed for all major holidays. This includes New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day. We will be open for morning appointments only on the day after Thanksgiving, Christmas Eve and New Years Eve.

Contacting the Office after Hours

Website

The office will respond to website patient portal initiated emails during our regular office hours. Please do not leave any urgent messages on an email. Call our office and leave a message with the answering service for the physician to be paged.

When To Have The Physician Paged

The on-call physician should only be contacted for emergent or urgent medical problems. Please do not contact the physician for prescription refills (unless critical), appointment scheduling or to discuss non-urgent medical issues. If the physician responds to any of these calls they will notify you to contact the office during regular business hours. A fee may be associated with this service.

Office Phone Numbers

Office Phone	847-395-3322	
Office Fax	847-395-0921	
Practice Manager	Ashley Matus	847-395-3322 x 111
Referral Coordinator	Nicole	847-395-3322 x 115
Medical Records	Diane	847-395-3322
Lab Manager	Laverne	847-395-3322 x 108

Billing Questions

Our billing is handled by CHMB. Please call 844-209-0618 regarding any billing, statement or insurance questions. All payments are made directly to our office. Please mail checks to 543 Orchard Street – Antioch, Illinois 60002.

Thank You

Thank you for choosing Orchard Medical Center S.C. We are happy you have chosen our practice for your health care needs and we will make every attempt to ensure your satisfaction is met with each and every visit.

Orchard Medical Center S.C. Physicians and Staff