



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

Our team of doctors and staff welcome you as a member of Orchard Medical Center. It is our commitment to provide you with the individualized attention, evidence based medical treatment and compassionate care patients in our practice have been receiving since its establishment in 1959.

Here at Orchard Medical Center we believe that informed patients and their families partnering together with our doctors are better prepared to make the best medical course of service and treatment decisions. We will support you in all aspects of your care and will provide evidence-based self-management tools and educational resources to help insure treatment goals and health issues are met.

Our Commitment:

- The care of our patient is our first concern
 - We will take into account your previous health history as well as your current health concerns
 - We will make sure that your treatment plans are in line with the most up-to-date medical recommendations
 - We will make sure that your medical condition and treatment plans are clearly communicated
 - We will remind you at your annual Wellness Exam of all your necessary vaccines and preventive screening
 - We will ensure all your behavior health needs are met through resources, support tools, as well as our practice's commitment to building relationships with behavioral health providers
 - We will provide you information about classes, support groups, or other services that can help you learn more about your health needs
 - We provide appropriate care for all our patients.
 - We will coordinate with other colleagues in the ways that best serve your interest
 - We offer SAME DAY Appointments for Urgent and Routine Care
- Easy Accessibility **24/7**
 - Normal office hours 8a.m. – 5p.m. Mon. – Fri. & Sat. 8a.m. – 10:30a.m. For appointments, please call 847 395-3322
 - For the doctor on-call after office hours, please call our answering service at 847 395-3322. If your call is not returned in 20 minutes, please contact the answering service again
 - Access our online patient portal for non-urgent care needs at www.orchardmedicalcenter.com. Click on FollowMyHealth for the following features:
 - Request Medication Refills
 - Review Results from Office Visit
 - Send Us a Secure Message
 - Request a Future Appointment
 - Request a Referral
 - Update Your Demographics
- Coordinate Services with
 - Specialty Care
 - Diabetes Educator
 - Hospitals
 - Home Health & Rehab Centers
 - Behavioral Health Specialists
 - Public and Private Community Services
 - Durable Medical Equipment Suppliers
 - Pharmacies/Mail-In Order Prescription Pharmacies
 - Assist with questions related to your insurance provider