



## **WELCOME TO YOUR MEDICAL HOME CARE TEAM!**

### **The Care Team Roles & Responsibilities**

- ❖ Your care team will coordinate care with:
  - Specialists
  - Other Primary Care Providers
  - Hospitals
  - Home Health
  - Behavioral Health Specialists
  - Public and Private Community Services

### **Office Hours**

Monday:	8:30am – 7:15pm
Tuesday:	8:30am – 7:15pm
Wednesday:	8:30am – 5:00pm
Thursday:	8:30am – 5:00pm
Friday:	8:30am – 5:00pm
Saturday:	8:30am – 1:00pm
Sunday:	Closed

- ❖ We will support you in all aspects of your care and will provide self-management tools and educational resources to help ensure treatment goals and health issues are met.
- ❖ Team provides evidence-based care to achieve and maintain wellness to meet your needs.

### **Clinical Advice & After Hours Communication:**

- ❖ You can reach your care team 24/7 by calling our office to speak with the on-call physician or leave a message for your care team for **non-urgent** needs.
- ❖ For urgent matters, the doctor can be contacted through the after-hours service – Dial our office directly at **(847) 296-8127**.

### **Patient/Family/Caregiver Role on the Care Team:**

- ❖ Call us before going to the Emergency Room or let us know as soon as possible that you have been to the ER or urgent care
- ❖ If you need care after-hours visit our Advocate Clinic at Walgreens – call this number for specific locations: (800) 323-8622
- ❖ When you go elsewhere for care, such as specialist office or are seen out of town, please make sure you have the necessary authorizations. Five outside providers our contact information for communication back to your doctor and let our Care Team know so we can obtain your care information.
- ❖ Stay involved in your health! Our team care to help you achieve great health. Please call our office with questions or concerns or to follow up on test results.
- ❖ Please let your care team know any concerns or questions you have regarding your health.

### **About Our Practice:**

- ❖ We provide equal access to all patients, regardless of insurance status. If you do not have insurance coverage please speak with the front desk staff to receive information on how you can obtain the appropriate insurance coverage
- ❖ Behavioral Health is important to us and to ensure all your needs are met through resources, support tools as well as our practice's commitment to building relationships with behavioral health providers
- ❖ Transfer Medical Records Point of Contact: Front Desk – (847) 296-5205
- ❖ We offer **SAME DAY** Appointments for Urgent & Non-Urgent Visits

### **Patient Portal Features:**

[https://mycw59.eclinicalweb.com/portal7568/jsp/100mp/login\\_otp.jsp](https://mycw59.eclinicalweb.com/portal7568/jsp/100mp/login_otp.jsp)

- ❖ Future Appointments Date/Time
- ❖ View Immunization Dates
- ❖ Summary of office visits
- ❖ View Billing Statements

**PRACTICE INFORMATION:** Can be found on our web site: [www.subpeds.com](http://www.subpeds.com)