

Patient Guide

For our outpatient clinics

This booklet provides basic information about our outpatient clinics. We hope you find it helpful. If you have questions after reading this, please talk with your doctor or nurse.

Table of contents

How to reach your doctor’s office 1
Our appointment policy 2
What happens at a follow-up visit? 3
Medication refills 5
My UHCare 6
Medical records 6
Money concerns 7
Other resources 8
Our locations and phone numbers 9

How to reach your doctor's office

**During normal
business hours
Monday through Friday**

You can call your doctor's office to ask questions, report concerns and make or change appointments.



**On evenings,
weekends
and holidays**

If you or your family call during this time, our answering service will ask for your name and your doctor's name. They may take a message or page the covering doctor and ask them to contact you. Please note that covering doctor may not be your doctor.

The answering service cannot access your medical record. If needed, the on call doctor can look at your medical record.



To make, cancel or change an appointment, please call during normal business hours.

Our appointment policy



Call your doctor's office if you need to cancel or will be late for an appointment.

Missed appointments

You need to call us ahead of time if you cannot make it to your office or treatment appointment. We prefer that you call us **at least 24 hours** in advance.

If you miss 3 office and/or treatment appointments within 12 months without first calling us to cancel or reschedule, your doctor can dismiss you from his or her practice.

If you are running late

If you will be more than 15 minutes late for your appointment, call your doctor's office. We will try to see you, but you may have to wait longer than normal. If we cannot see you the same day, we will reschedule your appointment.



What happens at follow-up visits?

Intake visit - Happens **before** seeing your health care provider and takes 20 to 30 minutes.

Front desk staff:

- Checks you in, asks you to fill out forms and collects co-pay.

Medical Assistant (MA) or Registered Nurse (RN):



- Reviews your medicines and gets your blood pressure, pulse, temperature, height and weight.
- Asks if you have any Advance Directives (also called Living Will and Durable Healthcare Power of Attorney).
- Asks questions about diet, concerns, pain and risk for falling.
- Asks if you have been to the emergency room (ER), urgent care, or hospital since your last visit. If yes, tell them the reason you went, date(s), the treatment you received and your follow-up plan.

Provider visit - Happens **after** your intake visit and often takes 20 to 30 minutes.

You may need lab work the day before your visit or 90 minutes before your provider visit.

Doctor, nurse practitioner or physician assistant:



- Reviews your medicines, health history and asks how you are feeling. Talks with you about your plan of care and helps answer your questions.
- Tell your provider if you need any pain medicine refills.
- At the end of this visit you will get a summary of your plan of care, medicine changes and follow-up visits. If you leave without scheduling your next visit, a scheduler will call you in 2 to 3 business days (Monday thru Friday) and tell you when your next visit is scheduled.

Other things to know



Bring to each visit

- Current insurance card(s), co-pay and photo ID
- List of current meds and any that need refills. Include the dose, when and why you take them and name of the doctor who prescribed them.
- Any Advance Directives, a notebook and a list of your questions.
- Info about any visits to an ER, urgent care, or hospital since your last provider visit. Include the reason you went, date(s), your treatment and follow-up plan.



Paperwork and forms

Bring any paperwork that you need us to fill out, such as medical leave, disability and insurance forms. Before your visit, fill out the patient portion of each form so we know if the form is for you or a family member. Allow 5 to 7 business days for your provider's office to complete forms and call you when they are done.

Lab work

If you need a blood draw for lab work, it may be done before, during or after your visit. Some lab test results come back quickly, while others may take more time to process.



Patient survey

You may receive an email survey about your care. Please complete it and tell us how we are doing.



If you need a medicine refill

- It is best to ask for refills at your follow-up clinic visits. If you must call for a refill, **call at least 3 to 5 business days before** you run out of your medicine.
- Most often we can send prescription refills electronically to your preferred pharmacy. However, sometimes you must use a mail order or specialty pharmacy for medicine refills. Your insurance may also require that we contact them first, to get your medicine pre-approved. These things take time to complete, so the sooner you tell us you need a refill, the better.

Other things to know

- Your doctor's office may not be able to provide refills on the same day you call.
- If you call on a weekend, evening or holiday, your refill request will not be received until the next business day.
- If you miss a follow-up clinic visit, you may not be able to get medicine refills.



If your provider cannot send your prescription to your pharmacy electronically, you may be asked to pick up the prescription from their office and take it to your local drugstore to be filled.

Access to your medical records

MyUHCare Personal Health Record



MyUHCare is a website where you can login to view your University Hospitals personal health records. You can use MyUHCare on any computer, tablet or smart phone with the internet.

To get started, visit uhhospitals.org/myuhcare and click on My Personal Health Record.

For help using MyUHCare, call their help line at 1-888-670-9775.

Medical Records

If you would like printed copies of your medical records, please speak to a member of our staff. Before your records are released, you or your legal guardian must fill out a records request form. Once the staff gets your form, it can take several days to process your request. Sometimes a fee is charged for certain records to be copied.



Money concerns

Financial counselors

The costs of your care can be overwhelming and we want to ensure you have support. That is why we have a team of Financial Counselors to help you with concerns about your health care costs.

Our financial counselors can help you

- Understand your insurance coverage and benefits
- See if you qualify for financial aid programs and fill out forms
- Look into billing issues
- Process your copay and coinsurance payments

If you would like to talk with one of our financial counselors, please let us know.

Insurance approval for treatment

Before your first treatment and any time your treatment plan changes, we find out if you need insurance pre-approval. We may also need to do this for pathology, certain labs or radiology tests like a PET scan, CT scan or MRI. This process is called **prior authorization** or **precertification** and it may take up to 14 days to complete. If your insurance does not pre-approve your treatment, we will let you know. We can refer you to a financial counselor if needed.

Please note: Prior authorization isn't a promise your insurance will cover the cost. After we obtain pre-approval, your insurance may still review claims to decide if they will pay. If your insurance ever refuses to pay a claim, you have the right to appeal their decision and have it reviewed by a third party.

Other resources

If you would like to talk to one of these staff members, please tell your doctor or nurse.

Social work

Our social workers can help you and your family in a number of ways such as:

- Talking with you about your concerns
- Dealing with feelings such as sadness, depression or grief
- Problem solving and coping with stress
- Referring you to local resources and support groups
- Helping with day-to-day needs
- Suggesting ways to help children cope when a parent or grandparent is sick
- Helping with drug company co-pay and patient assistance programs.

Dietitians

You can ask to speak or meet with a dietitian if you have diet or nutrition concerns. They can help answer your questions and give you guidance about making good food and drink choices during and after treatment.

Our locations

**UH Minoff Health Center at
Chagrin Highlands**
216-896-1750

**UH Cleveland Medical Center
UH Seidman Cancer Center**
216-844-3951

UH Conneaut Medical Center
440-593-0220

UH Geauga Medical Center
440-286-5050

UH Geneva Medical Center
440-415-0158

UH Landerbrook at Monarch Center
440-460-1616

UH Parma Medical Center
440-743-4748

UH Portage Medical Center
330-235-7050

UH St. John Medical Center
440-617-4700

UH Samaritan Medical Center
419-207-2722

UH Sharon Health Center
330-239-7250

UH Westlake Health Center
440-250-2001

Affiliate UH Seidman Cancer Center Locations

**Firelands Regional
Medical Center**
419-557-7480

**Lake Health/UH Seidman
Cancer Center**
440-205-5755

Mercy Health
440-324-0400

**Physician Services at
MacGruder Hospital**
419-732-4028

**Salem Regional
Medical Center**
330-332-7672

Southwest General
440-816-6051