

# 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.

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# How to reach your doctor's office

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**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 on-call doctor and ask them to contact you. Please note that the on-call 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.



## QUICK TIPS

Put your doctor's name and number in your phone or a notebook, so you have easy access to it.

# Appointment and visitors

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

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## Missed appointments

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

If you miss 3 appointments within 12 months without first calling us to cancel or reschedule, your doctor can dismiss you from their 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.



## Visitors and masking

In procedure areas such as infusion, radiology and radiation, visitors under the age of 16 must be with an adult who is not the patient.

You may bring family or friends to your visits but if space is limited, we may ask some guests to wait in the lobby.

We may restrict visitors and require masks due to disease outbreaks like the flu or COVID. See [www.uhhospitals.org](http://www.uhhospitals.org) for the current visitor and masking policy.



If you want one of our health care providers to wear a mask at any time, please ask.

# What happens at follow-up visits?

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**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 medicine refills.
- At the end of this visit you get a summary of your plan of care, medicine changes and follow-up visits. If you leave without scheduling your next visit, expect a call or something in the mail with details about your next visit. If you have questions, call your doctor's office.

## 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, complete the patient portion of each form. Please allow 5 to 7 business days for us to complete these items.

### 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.



### QUICK TIPS

Before leaving, stop by scheduling to arrange your next visit.

Make sure you know what number to call if you have questions or problems.



## If you need a medicine refill

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- It is best to ask for refills at your follow-up clinic visits. If you must call or send a MyChart message for a refill, **contact your doctor's office at least 5 to 7 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.



#### QUICK TIPS

Allow 5 to 7 days for refill requests. Don't wait until you are almost out. Plan ahead for travel and weekends.

# Access to your medical records

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## MyChart personal health record



MyChart lets you view your University Hospitals personal health records, appointments and bills and more, all in one place. You can use MyChart on any computer, tablet or smart phone with the internet.

To get started, visit [www.uhhospitals.org/mychart](http://www.uhhospitals.org/mychart) and click on the Sign Up or Login button.

For help using MyChart, call their help line at 216-286-8960.

## Medical records

If you need 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 there is a fee to copy certain records.



### QUICK TIPS

You may see your test results in MyChart before your care team has had a chance to review them. After your care team reviews your results, they may share comments or feedback in your MyChart account.





# Money concerns

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## Financial counselors

Dealing with the costs of your care can be stressful and we want to make sure 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
- Process your copay and coinsurance payment
- Discuss payment plan options

You can schedule a meeting with a financial counselor or talk to them on the phone.

**To reach a financial counselor**, call 1-866-771-7266.

**For questions about a hospital bill**, call the UH Customer Service line at 216-844-8299.

## 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 **pre-certification** 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 refuses to pay a claim, you have the right to appeal their decision and have it reviewed by a third party.

## Other resources

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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.



### Patient education

To view our online patient education items, visit our website at [www.uhhospitals.org/seidmaneducation](http://www.uhhospitals.org/seidmaneducation) or scan the QR code.

To have items mailed to you, call our Cancer Information Service Line at 216-844-5432.



# Our locations

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**UH Avon Medical Center**  
440-517-9000

**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 Mentor Health Center**  
440-205-5755

**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

## Affiliate UH Seidman Cancer Center Locations

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

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

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

**Southwest General**  
440-816-6051