



Policies

Appointment Guidelines

Office Hours

Monday 8:30am – 4:30pm
Tuesday, Wednesday, Thursday 7:30am – 4:30pm
Friday 9:00am – 4:15pm

We are closed on all major holidays such as New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Friday after Thanksgiving, Christmas Day, and possible additional days.

Appointment Times

We will make every attempt to see all patients at their scheduled appointment time. Please understand in the case of unexpected events, we may run late. We appreciate the value of your time and will work to minimize any inconvenience this presents. You should arrive 15 minutes prior to your scheduled appointment time to fill out paperwork and update your information with our staff.

If you arrive 15 minutes late or more for your scheduled appointment, you may be asked to reschedule.

Please keep in mind that we care for pregnant patients and may be called for emergencies or deliveries to the hospital at any time. This may cause your appointment to be delayed or potentially rescheduled.

Telephone Calls for Advice or Questions

During office hours, you may leave a message for your physician and she or he will return your call when time allows, usually within 24 business hours. If your call is urgent, your doctor will be contacted and will return your call as soon as possible.

During and after office hours, if you have a life-threatening emergency, please call 911 to be taken to the nearest hospital or go to the emergency room at Northwestern Memorial Hospital. If you have an urgent need that cannot wait until the next business day, call (312) 642-9844 and the on-call physician will be paged by the answering service. This applies to women who feel they may be in labor also. Please note that there may be a fee for calls. This fee will be sent through your insurance first but may be charged directly to you.

The patient portal can be used to send messages to your physician, but this is for non-urgent inquiries only. It may take up to 5 business days for a physician to respond to the online patient portal.

Prescription Refills

Refills are best arranged during appointment times. If possible, please bring your medication inserts or bottles so we can verify your dosages and prescription. If you require refills between appointments, please contact our office several days prior to the last pill running out. Your pharmacy may send us an electronic or fax request.