In order to provide you with the highest standard of quality care and to meet your needs in a timely fashion, please review the following guidelines.

Refills:
- Please be sure to request any prescription refills during your visit.
- Between visits, the most efficient way to get your prescription refilled is to contact your pharmacy; they will contact our office with all the necessary information.
- It may take 48-72 hours for a refill request to be processed.
- Some medications require blood work monitoring and may not be refilled if the monitoring requirements are not met.
- Patients are responsible for submitting prescriptions and paperwork to their mail order pharmacies.
- The office will not refill prescriptions after hours.

Referrals (If Your Insurance Requires a Referral):
- Please plan ahead as it may take up to 3-5 business days to obtain approval from your insurance company for your referral.
- If you are an HMO patient, please be sure you have a current referral for future appointments.
- You can obtain copies of your referrals by calling our Utilization Management Department at 630-942-7995.

Results:
- You will be notified of all test results within two weeks. If you have any questions please contact your physician.

Insurance Questions:
If you have insurance it is your responsibility to know the answers to these questions:
- What is your co-payment amount? If your insurance card does not state a co-payment do you still have one?
- Do you have a co-insurance in addition to your co-payment?
- Do you have a deductible to meet? How much is the deductible, is it per person or per family?
- Do you need a referral to see another doctor or for any services done outside my primary care physician’s office?
- Which hospital is in-network for your insurance plan?