

erie

Welcome to Erie.

Welcome to Erie

Welcome to Erie Family Health Centers, where healthcare is a right, not a privilege. We are glad you're here and promise to treat you with the respect you deserve.

We offer high quality healthcare to anyone **regardless of:**

- Where you live
- Your age
- Your gender identity
- Your sexual orientation
- Whether you have insurance
- Your ability to pay
- Your immigration status

At Erie You Will Have a Medical Home

At Erie, you will be supported by a care team who will get to know you and your healthcare needs and will collaborate with you on your healthcare goals. Your care team may include doctors, nurse practitioners, nurses, dentists, behavioral health therapists, medical assistants, case managers, health educators and patient benefit advocates. Because of Erie's great reputation, many of Chicago's top hospitals work with Erie to train doctors and advanced practice nurses. So, a supervised medical resident or fellow may be a part of your care team as well.

You will work with your care team to learn about the scope of Erie's care and the type of services we offer, and create a personalized plan to help you address your health concerns and meet your health goals. This may include health education classes, healthy living programs and other kinds of support to help you manage your own health and access the resources you need. At Erie, you will be an active participant in developing your healthcare treatment plan and self-management activities.



See a list of all services Erie provides at erie.health/services.

Our Providers

You may choose your own healthcare provider to perform routine or specialty care, or give a second opinion. Profiles of all of Erie's providers can be found at erie.health/providers. A printed copy is also available at every Erie site.



If You Need Someone Who Speaks Your Language

Most of our medical providers and patient care staff can help you in English or Spanish. If you prefer to speak in another language, Erie will arrange for an interpreter to be available over the phone or by video.



Patient Safety While at Erie

The safety of Erie's patients and staff is our top priority. We have strict rules, policies and protocols to keep our clinics clean and sanitized.

Erie strives to maintain an environment free from violence and intimidation. All weapons are prohibited in all Erie facilities and on all Erie-owned or leased property. (The only exception is for authorized law enforcement officers.)

Appointments

Schedule an Appointment

Call Erie at **312.666.3494** or **847.666.3494** to schedule an appointment. When you make the appointment, be sure to have the following information ready:

- The patient's first and last name
- The patient's date of birth
- The Erie location at which you'd like to receive service
- A telephone number where we can call you and/or text you to remind you of your appointment
- Insurance Information if applicable (You do not need to have medical insurance to schedule an appointment at Erie.)



After your first visit, you can also use your Erie MyChart account to message with your care team to ask for an appointment.

Confirm or Cancel Your Appointment

If you need to cancel, please call us at least 24 hours before your appointment time so that your appointment slot can be given to another patient.



You will also receive an appointment reminder text message if you provide us with your mobile number. Simply respond to the text to confirm or cancel your appointment.

If you have an Erie MyChart account, you can also use it to send a message saying that you cannot make an appointment. **If you need to cancel with less than 24 hours notice, please call us.**

When to Arrive for Your Appointment

If you are a new patient, please arrive 30 minutes before your first scheduled appointment time.



If you are a returning patient, please arrive 15 minutes before your appointment to register. But please follow any specific instructions in your appointment reminders, as these times may change.



ERIE PHONE
312.666.3494 or
847.666.3494



ERIE MYCHART
myeriehealth.com or
in the MyChart App



ERIE WEBSITE
eriefamilyhealth.org

3

How to Prepare for Your Visit

Erie serves all patients, regardless of whether or not you have insurance, your ability to pay or your immigration status.

Information to Bring to Your Appointment

Please visit **erie.health/appointment** for the latest list of required documents to bring to your first visit. Please plan to update this information with Erie every 12 months or when there is any change in your information.



If you have insurance, please bring the following information to your appointment:

- Picture ID
- Proof of current address
- Current phone number
- Medical card or insurance card
- Medications you are taking, including dose/frequency details

If you do not have insurance, or have insurance with a high deductible, please bring:

- Picture ID
- Proof of current address
- Current phone number
- Medications you are taking, including dose/frequency details
- Birth Certificate (if available)
- Previous year's tax return (if available)
- Paycheck stub(s) for the last 30 days or a letter verifying income (if working)
- To help support enrollment in medical benefits, please bring any immigration documentation proving residency (if applicable)

If you do not currently have a photo ID please do not delay your care. Let the front desk know and they can work with you to be seen.

If this is not your first appointment, the only document you'll need to bring is a photo ID. Please let us know if there have been any changes, like new address, phone number, new employment or insurance.

Paying for Your Visit

Erie Family Health accepts many different forms of insurance. Payment is preferred at the time of service. You can also make payments in your Erie MyChart account. Visit **erie.health/pay** for current information about:

- Medicaid, Medicare, Marketplace and private insurance plans Erie accepts
- Erie's sliding fee scale program for patients without insurance or with high deductible insurance plans



In an Emergency

If you or a loved one are having a medical emergency, call 911 or go to the nearest hospital Emergency Room.

911

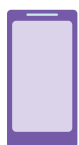
4



Erie After-Hours Care

If you are not having an emergency, but are not feeling well at a time when Erie is not open call **312.666.3494** or **847.666.3494** to speak with an on-call healthcare provider.

After hours, Erie can help you with colds or flu, most fevers, sore throats, vomiting or diarrhea, and much more. We can give you advice on how to feel better. We can help you decide if you need to see a doctor. The Hospital Emergency Room is only for very serious problems. If you are not sure, call Erie and we can help you decide.



Erie Urgent/Same-Day Care

If you are sick, you can make a same-day appointment at one of our Erie clinics. To make an urgent care appointment please call us. We are best prepared to serve you if we know you are coming.



Erie Holiday Hours

Erie knows people get sick on holidays – so we are here to serve you on most major holidays. Erie's hours of operation and sites that are open during holiday periods can be found on our website.



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847.666.3494



ERIE MYCHART

myeriehealth.com or
in the **MyChart App**



ERIE WEBSITE

eriefamilyhealth.org

How to Contact Us



The best way to communicate with Erie is through the Erie MyChart patient portal.

Ask the front desk the next time you're at Erie, or call 312.666.3494 to set up your Erie MyChart patient portal account. Erie will text or email you a sign-up link.

You can get to Erie MyChart at **myeriehealth.com** OR by downloading the free MyChart app on your phone.

Use Erie MyChart to message your care team, see your lab results, download your referrals, pay your bills and more.

Do not use Erie MyChart for medical emergencies. If you are having a medical emergency, dial 911 or go to the nearest hospital emergency room.

MYCHART ACCOUNTS FOR PATIENTS AGE 12+: Illinois law prevents parents and guardians from accessing their child's MyChart account once they turn 12 years old, unless

the child personally agrees to give their parent or caregiver their login information. Erie respects these laws and the privacy of our adolescent and young adult patients.



Phone

312.666.3494 or 847.666.3494

Visit **erie.health/contact** for our most current Patient Access Center Hours.



Mail

The mailing address for Erie Family Health Centers' administrative office is 1701 W. Superior Street, 3rd Floor Chicago, IL 60622



The addresses of our health centers can be found at **erie.health/locations**.



Online

You can visit us online at:

- **erie.health/contact**
- **facebook.com/eriefamilyhealth**
- **twitter.com/eriefamhealth**
- **instagram.com/eriefamily**



We care about your feedback.

You may receive a short text from us asking how we did after your appointment.

We appreciate your response and feedback. It helps us get better.



If you have feedback about your experience at Erie, you can also email Erie at



feedback@eriefamilyhealth.org or call us leave a message on our patient feedback line, **312.432.2760**.

Do not use the feedback email or phone number for current health issues or to send a message to your provider. Use Erie MyChart for that.

Medication

Discounted Medication Programs

Erie participates in several programs to make prescriptions affordable, such as the federal 340B program. Ask your provider for assistance and visit **erie.health/340Bpharmacy** to learn more.



Medication Refills

The best and quickest way to refill a prescription is to talk to your pharmacy. If you are having issues with your pharmacy, call Erie. You can also message your provider in your Erie MyChart account.

Medication Disposal

Erie cannot accept any unused or expired medications for disposal. For a list of places that accept used or expired medications visit **erie.health/med-disposal**.



Referrals

If you need tests or services not offered at Erie, we have partnered with several hospitals.

If you are currently insured, we will work with you to refer you to a hospital partner based on your plan's requirements.

If you are not insured, we will work with our hospital partners to meet all of your screening, diagnostic and specialty treatment needs. Please note: Hospitals may require additional documentation to access hospital services.



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Erie will do our best to accommodate your referral requests, but the availability and scheduling of your referral appointment is subject to the approval of our hospital partners.

The best way to request, review or download a referral is by using your Erie MyChart account. Or, you can call Erie.

Visit **erie.health/referral** for answers to frequently asked referral questions.

Medical Records

Erie can provide you with a copy of your medical and immunization records at any time. You can see and print most of your Erie medical record from your Erie MyChart account.

You may want your Erie records, for example, if you move or to obtain care from another healthcare provider. However, to protect your privacy, any release of your records requires authorization to comply with our Notice of Privacy Practices (**erie.health/privacy**), and there may be a fee to cover our costs for making the copies.

The form you'll need can be downloaded from **erie.health/records** or you can get a copy at any Erie front desk. Once the form is completed, you can return it in the following ways:

Mail

Medical Records
Erie Family Health Centers
2750 W. North Avenue
Chicago, IL 60647

Fax

773.489.0789

In Person

Drop off at any Erie Location

For questions regarding Erie Medical Records, please call our Health Information Management department directly at **312.432.2055**. For records of care outside of Erie, you must ask the other hospitals, specialists or providers for those.

Forms

If you need a doctor's letter or form completed for a school physical, a disability claim, or a WIC (Women, Infants and Children program) application, and you have visited Erie recently, call our main number **312.666.3494** or **847.666.3494**. You may also request a letter or form by using your Erie MyChart account. Please request any forms 10 days in advance.

If you have not been to Erie recently, you may need to make an appointment before the form can be completed.

Advanced Directive

Erie believes it is every adult's responsibility to make end-of-life plans and communicate them in advance to your care team. Information about how to do this and forms you can use can be found at **erie.health/personal-decision**.



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Patient Rights & Responsibilities

8

Motivated by the belief that healthcare is a human right, Erie Family Health Centers provides high quality, affordable care to support healthier people, families and communities. Erie respects each patient and is dedicated to delivering the best care possible. Here is what you can expect from us and, in turn, what we expect from you.

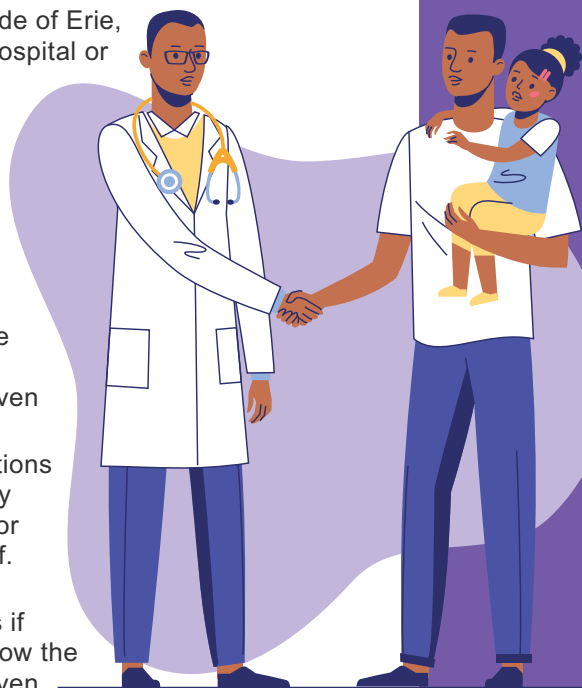
Your Patient Rights

- Erie respects your right to receive information in a manner that you understand.
- Erie respects your right to participate in decisions about your care.
- Erie honors your right to give or withhold informed consent.
- Erie protects you and respects your rights during research, investigation, and clinical trials.
- Erie respects your right to receive training and licensure information about the individual(s) responsible for your care.
- Erie respects your decisions about care, treatment, or services received at the end of life.
- Erie respects your right to be free from neglect; exploitation; and verbal, mental, physical, and sexual abuse.
- Erie respects your right to obtain care from another clinician within Erie Family Health Centers and our hospital partners, to seek a second opinion, and to seek specialty care.
- Erie respects your right to select your preferred primary care provider from eligible providers open to new patients.
- Erie respects the right of you and your family to have your complaints reviewed by Erie.
- Erie does not discriminate or deny care and honors your values, beliefs, and cultural background and will provide the necessary care regardless of your race, ancestry and national origin, color, religion, gender identity and gender expression, sexual orientation, pregnancy, age, marital status, citizenship, medical conditions, cognitive disability, physical disability, height or weight, mental health conditions, veteran status, or any other basis protected by federal, state and local laws.

- Erie respects your right, within the law, to privacy and confidentiality, and will provide you a notice of privacy practices to detail how your personal information is used and protected.

Your Patient Responsibilities

- Provide accurate information to Erie staff including a complete medical history and information about care obtained outside of Erie, such as at a hospital or another clinic.
- Share your expectations about your care with Erie staff.
- Ask questions if you do not understand the information or instructions given to you.
- Follow instructions given to you by your provider or other Erie staff.
- Accept the consequences if you do not follow the instructions given to you by Erie staff.
- Follow all Erie policies and procedures.
- Communicate with respect and consideration toward all Erie staff and patients in all methods of communication including in person, phone, and written communications over patient portal. Abusive conduct is not acceptable.
- Arrive to appointments on time or call in advance if you cannot keep a scheduled appointment.
- Contribute to the cost of your healthcare.



**If you
need...**



**You
can...**



**What
next?**



**Nurse advice
when you're
sick or have a
question**

Call Erie.

A nurse will call you
back within 2 hours
if you call during
business hours.



**Answers to
medication
questions**

Send a message
in Erie MyChart
or call Erie.

A nurse will call or
message you back
within 24 hours.

**Medications
purchased at
Erie**

Send a message
in Erie MyChart
or call Erie.

Within 7 business
days the refill should
be ready for pick-up.

**Medication
refills**

Call your pharmacy
or tell your provider
during your Erie
visit.

A response to the
request will be given
within 3 business
days. The refill time
varies depending on
date of your last visit
and medication type.



**Lab, PAP
or other
diagnostic
tests results**

Log into your Erie
MyChart account to
see all lab results.

Your results may be
available in MyChart
before your provider
has reviewed them.

*Please message
your care team, if
you have questions.*

Your care team will also
call or message you
with the results if the
results are abnormal.

Most results are
available 7 business
days or sooner,
depending on the test.

If you
need...



You
can...



What
next?



A Medical or Immunization Form

Request it through
your Erie MyChart
account, or call Erie.

The form should
be available within
10 business days.

Referrals

In cases of emergency
and other special
situations, your referral
may be given to you at
the time of your visit.

An authorized referral
should be available
within 7 business days
in your Erie MyChart
account.

Regular referrals,
once authorized, can
be downloaded from
your Erie MyChart
account.

In cases where your
referral is mailed to you,
it could take at least
10 business days.

If you do not receive
your referral, call Erie.

You can also visit
erie.health/referral
for answers to common
referral questions.



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**All people living
their healthiest lives.**

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