

allergy patient guidelines





we are here for you

Welcome to the Asthma and Allergy Center. It is our goal to provide the highest level of quality and compassionate care. Doctors Moran, Smart and Van Osdol are physicians who specialize in treating allergy, asthma and immunology for both children and adults. This brochure is designed to answer common questions and to provide you with information regarding your health needs.

DuPage Medical Group

providing the highest level of care

doctors schedules

We see patients by scheduled appointments. If you are ill, we will make a sincere effort to see you as soon as possible. Every attempt will be made to schedule you with the doctor you request. However, if the physician is out of the office that day or has a very busy schedule, you may be offered an appointment with one of the other physicians. Please keep in mind that our physicians work at four sites, so you may need to travel to a different location if you are added onto the schedule.

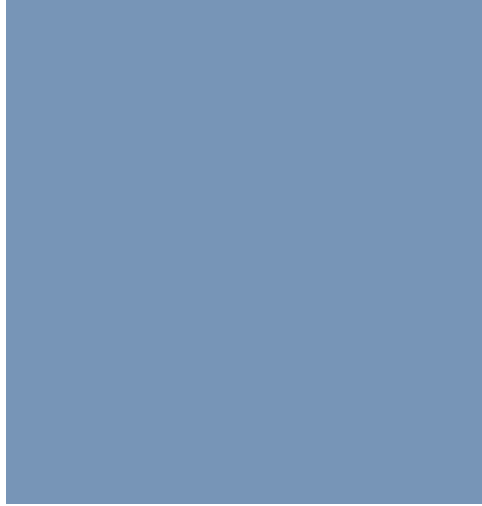
Our doctors make every effort to remain on schedule. However, emergencies can occur which may cause delays. If the doctor is running significantly behind schedule, we will make every effort to inform you and keep you posted on the doctor's progress.

Please schedule elective appointments 3-4 weeks in advance. This will allow us the opportunity of offering you the office appointment time and location most convenient for you.

cancellation of appointments

We work hard to accommodate the scheduling needs of our patients in a timely fashion. Therefore, if you need to cancel an appointment, we ask that you call us with at least a 24 hour notice so that we may fill your appointment slot with another patient who is waiting.





telephone calls

Many diseases have similar signs and symptoms. For this reason, most requests for treatment require an office appointment for evaluation.

The non emergency nurse message line is the most efficient way to have your questions and prescription requests addressed. We make every effort to respond to questions within 24 hours. To ensure accuracy regarding your questions and requests, we often order your chart for review. Charts may be located at off-site locations and can take up to 24 hours to retrieve. Once the physician has reviewed your question, a nurse will call you back with the reply. Please also remember that the office is closed on Sundays. If there is an urgent issue during or after office hours, please call 630 469 9200 (main clinic switchboard) and inform the operator that you have a concern that is urgent. The physician on call will be paged to address your concerns.

For all recorded messages, please leave the following information:

YOUR NAME SPELLED CLEARLY

THE PATIENT'S NAME YOU ARE CALLING ABOUT SPELLED CLEARLY

DATE OF BIRTH

CONTACT TELEPHONE NUMBERS

PHARMACY PHONE NUMBERS

CURRENT LIST OF MEDICATIONS & DOSAGE

MEDICATION NAME BEING REQUESTED

ANY KNOWN MEDICATION ALLERGIES

prescription refills

Prescription refills will be addressed within 72 hours. No refills will be given after hours. Messages from the nurse line are answered 9 am to 4 pm Monday through Friday and 8 am to 11 am on Saturdays. Request for prescription refills will NOT be honored if a physician evaluation has not been completed within the previous 6-12 months.

urgent matters

Please call 630 545 7833 option "3" for the nurse line or option "0" to speak to a RN in case of an urgent matter.



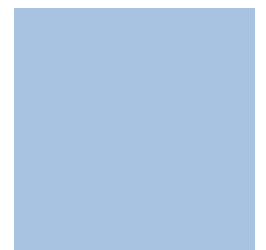
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