

Welcome to Home Care Physicians

Thank you for choosing us as part of your care team and allowing us to participate in your care.

What you can expect from us:

- Commitment from our team to provide the most appropriate care for yourself/your loved one
- Care delivered with skill, compassion, respect and dignity

In order to provide the best care possible, please review and acknowledge the following information regarding Home Care Physicians policies and procedures:

For all medical inquiries and appointments please contact the office:

P: 630-614-4960 F: 630-682-3727

Press option **0** to bypass the phone tree and be directly transferred to the front office team who can further assist you

Phone Hours: Monday – Friday 8:30 AM until 3:30 PM, Office closed between 12:30pm-1:30pm for lunch. An on-call provider is always available 24/7 to answer medical questions but providers **do not** make house calls on nights or weekends

Answering Service:

- When the office is unavailable, we have an answering service that will take the call and assist you leaving a non-urgent message that our staff will address when we return. Messages left with the service are automatically sent to the office.
- For emergencies or urgent medical concerns, the answering service can reach our office staff or send a page to the on call provider
- When the office is unavailable, there is always a provider on call available to provide medical advice over the phone

If there is a life-threatening emergency please dial 911

Examples of when to page the on-call provider:

- Urgent medical symptoms that cannot wait for a response during normal business hours
- If you are unsure about the need to go to the emergency room or hospital
- Please **do not page** the on call provider for **refill requests** including controlled substances or **appointment related matters**.
- Please allow 48 business hours for refill requests or contact your pharmacy
- Providers will not be able to refill controlled substance medications on the weekends
- The office/providers will respond to mychart messages within 24-48 business hours
- Mychart appointment times **do not apply** to our office, it simply acts a place holder for the provider's schedule
- Mychart appointment dates are subject to change based on the provider's location as we see patient's geographically
 - Our office will call 2 days ahead confirming the appnt date and time

****Mychart messages are not monitored on the weekends****

Name: _____

DOB: _____

Signature: _____

Date: _____