



## Well Visits Help Keep Children Healthy

By: Lori-Lynn Puzzo



UHS encourages members to keep their children healthy with regular well-child checks. It is important for children to have these visits every year. The annual checkup can help ensure that children are healthy and developing normally and can provide any needed immunizations at recommended intervals.

These early periodic screenings aim to identify problems, provide screening to detect potential problems, perform diagnostic tests when a risk is identified and provide treatment for any health issues found. For the enrolled child, UHS offers and promotes screenings of blood lead levels, DTaP, Hepatitis A, Hepatitis B. and more. Please consult your Pediatrician on the recommend schedule of vaccines based for your child age.

## FYI Advance Directive

An advance directive is a written document that explains how medical decisions should be made when you cannot express your wishes.

### There are three types of advance directives:

- A durable power of attorney for health care, also known as a patient advocate designation, lets you choose another person to make decisions about your medical treatment, care, or custody if you cannot make those choices.
- A living will states your wishes if you are unable to speak or write.
- A do-not-resuscitate declaration (DNR) is a written document in which you state your wish that if your breathing or heart stops, you do not want anyone to attempt to revive you.

## PATIENT APPOINTMENT REMINDER

By: Lori-Lynn Puzzo

American Medical news explains that a patient is significantly more likely to keep an appointment when he or she receives a phone call reminder. It is no secret that missed appointments are a source of frustration.



Back in the day, patients were reminded about their medical appointments with post cards sent through the mail. However, the postcard method was too slow, and reminders often were trashed with the rest of the junk mail. After some decades, with the increased prevalence of smartphones, tablets and other mobile devices the use of phone calls reminders become common. UHS implemented electronic communication for appointment reminders and confirmation. Be sure you update your cell phone information with us so you can keep in contact with your health plan. We understand that sometimes things come up that do not allow you to make your appointment, However, when a patient cancels an appointment without notice or fails to show up for an appointment, it creates hardship for other patients, resulting in longer wait times, and poor health outcomes. Please provide accurate information whenever possible.

## Your Union Health Service ID card

### REMINDER!

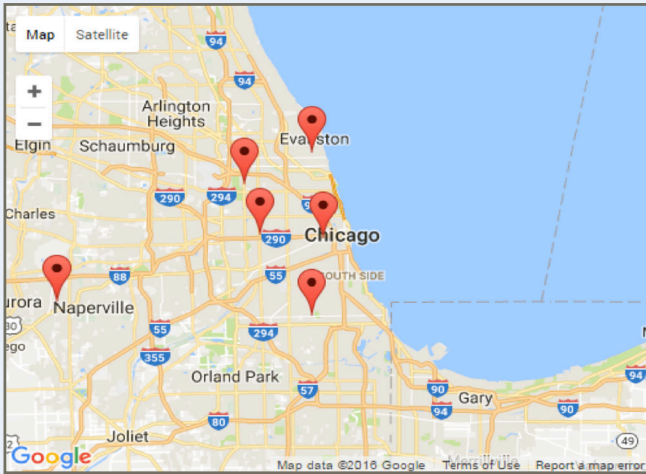
Always carry your ID card with you whenever going to the hospital or Emergency Room. This will help ensure that your claims are paid properly. Your ID card contains important information that let other health care providers know how to bill for services.



### WHAT IF I LOSE MY CARD?

If your card is lost or stolen, let us know right away. Call us at (312) 423-4200 x3285, UHS Member Service Department.

Union Health Service operates six facilities throughout Chicagoland providing primary and specialty care



Locations include:

- 1634 W. Polk St. Chicago, IL. 60612
- 4701 N. Cumberland Ave. Norridge, IL. 60706
- 2800 W. 87th St. Chicago, IL. 60652
- 610 S. Maple St. Oak Park, IL. 60304
- 3535 E. New York St. Aurora, IL. 60504
- 1325 Howard St. Evanston, IL. 60202

For more information on UHS locations please refer to our website [www.unionhealth.org](http://www.unionhealth.org)

## PATIENT'S RIGHTS AND RESPONSIBILITIES

Union Health Services, Inc. respects your rights as a patient and wants you to understand your responsibilities as a partner in your care.

Please go to our website [www.unionhealth.org](http://www.unionhealth.org) and download the "Patient's Rights and Responsibilities."



Added in January 2019



### Provida Family Medicine

1425 Hunt Club Rd #100  
Gurnee, IL 60031  
847-548-2200



## UHS Member Service Department

A UHS Member Service representative is the first point of contact for most patients, either on the phone or upon arrival at any of our facilities. Member advocates greet and welcome patients, verify eligibility, schedule appointments, and assist with any questions or directions that are needed. It is also important for you to provide updated information, including phone numbers and email addresses.

### Next Day Appointments at POLK

Call 312-423-4200 - Patient will be given an assigned time on the schedule within the next 24 hours.

### Walk-In Appointments

Patients are seen based on arrival time and urgency. Walk-In appointments are seen every day at Polk Street. We have added some appointment time at the satellite clinics. In addition, dedicated walk-in hours at 87th, Evanston and Northwest Clinic (schedules may vary). Call 312-423-4200 to find out.

### Medication Refills

UHS Fax • 312-829-3742 or Automated 312-423-4200 (follow prompts)

### Internet

If a refill from UHS Pharmacy is needed, access UHS Prescription Refill Center by visiting our website: [www.unionhealth.org/uhs/](http://www.unionhealth.org/uhs/) Click on Services > click on blue box to request. Once prescription refill is complete and ready for pick up an email will be sent to you for notification.

### In Person/By Telephone

May leave/call refill request for your primary care physician. The following information should be provided: pharmacy's name, phone number and address to fax prescription. If UHS Pharmacy, simply indicate UHS Pharmacy.