



MIDWESTERN UNIVERSITY
**MULTISPECIALTY
CLINIC**

*Your Family's Home
for Healthcare*



DENTAL INSTITUTE

EYE INSTITUTE

FAMILY MEDICINE CLINIC

PHYSICAL THERAPY INSTITUTE

SPEECH-LANGUAGE INSTITUTE



YOU NEED QUALITY CARE FOR YOUR FAMILY.



**WE ARE YOUR
HEALTHCARE TEAM.**



MIDWESTERN UNIVERSITY
Tomorrow's Healthcare Team

3450 Lacey Road | Downers Grove, IL 60515
630-743-4500 | www.mwuclinics.com



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Your Family's Home for Healthcare

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MISSION

Consistent with Midwestern University's dedication to the highest standards of academic excellence and the education of the health professionals to meet society's needs, the expert providers at Midwestern University Multispecialty Clinic develop and refine the clinical skills of students.

Midwestern University Multispecialty Clinic provides high quality healthcare services in a caring environment and strives to make a positive and measurable impact on the health of individuals in the community we serve.

The Multispecialty Clinic responds to the healthcare needs of Illinois by advancing the education of healthcare professionals and supporting scholarly activity that will aid in the development of more effective healthcare practices.

WELCOME

MIDWESTERN UNIVERSITY MULTISPECIALTY CLINIC

Midwestern University Multispecialty Clinic is committed to providing our patients with high-quality care. We are delighted that you have chosen us as your "Home for Healthcare".

We are a community-based clinic featuring fully-licensed healthcare professionals who are dedicated providers in several practice areas, state-of-the art medical technology, and caring support staff.

AREAS OF PRACTICE

- Dental Medicine
- Optometry
- Family Medicine/Osteopathic Manipulative Medicine
- Pharmacy Services
- Physical Therapy
- Speech-Language Pathology

HOURS OF OPERATION

Appointment times will vary dependent upon the program. To speak to a representative or schedule an appointment, please call 630-743-4500 between the hours of 8:00AM to 5:00PM.

For after-hours emergency phone numbers, please refer to the individual specialty clinic. Please do not call the after-hours emergency service for prescription refills, appointment cancellations, routine questions, or issues that can wait until regular office hours. If you have a life-threatening emergency, call 911 or go to the nearest hospital or urgent care center.



CHILDREN ACCOMPANYING PATIENTS

To ensure the safety of children, anyone under 14 years of age, who is accompanying a patient, must have another responsible adult for supervision in the waiting area during the visit. Children are not permitted to accompany the patient to the treatment area. If your children are left unattended, your appointment will be cancelled and rescheduled. Therefore, please make prior arrangements for appropriate childcare.

PAYMENT POLICIES

Payment for office services, co-pays, and deductibles are due at the time of service. If you are unable to pay for your service on the date of your appointment, we will be happy to reschedule your appointment.

For your convenience, we accept cash, personal checks with valid identification, Visa, MasterCard, Discover, and American Express.

There is a \$30.00 charge for returned checks. Future appointments will not be scheduled until all fees and outstanding charges are paid in full.

Medical / Dental / Eye / Vision Insurance

If you have medical, dental, or eye and vision insurance, please bring your insurance information with you to your first appointment. This includes a valid insurance card, an address for submitting claims, and the name, date of birth, and social security number of the subscriber. If you are covered by one of the plans with which we participate, we will file your insurance claim as a courtesy.

If we do not participate in your plan, or you do not have insurance coverage, your payment in full will be due at the time of service. It is the patient's responsibility to review insurance policies regarding limitations, exclusions, alternative benefits, deductibles, co-payments, annual maximums, and pre-authorizations prior to treatment.

Non-Payment

The Multispecialty Clinic will attempt to make payment arrangements when necessary. However, if a payment plan has been established and no payment has been made, this may result in dismissal from the Midwestern University Clinics and the account being sent to a collection agency.

Referrals and Prior-Authorizations

It is your responsibility to verify with your insurance provider whether you need a referral or prior-authorization. If a referral or prior-authorization is required by the insurance, contact your primary care provider's office to obtain the referral or prior-authorization. Bring it to your appointment or have it faxed in advance to 630-743-4537.

TREATMENT RECORDS

Treatment records are the property of the Midwestern University Multispecialty Clinic. As the patient, you have a right to view them and have reasonable access. Copies of your records will be provided to you or forwarded to another provider upon your signed written request. There is a nominal fee for the duplication of records, which must be paid prior to the copies being released.



Patient Inquiry

If you have any questions about your treatment, fees, or rights, you should first contact your provider.

You should attempt to resolve non-financial patient problems or complaints while you are in the Multispecialty Clinic with the provider.

Problems of a financial nature should be directed to the Patient Accounts Office.

Patients, students, faculty, and staff will be alerted to potential conflicts and will try to identify them early and resolve them as soon as possible.

For additional information about our clinics and the services we provide, please visit the clinic website at www.mwuclinics.com.

PATIENT BILL OF RIGHTS

The Midwestern University Clinics are committed to providing quality care and service for our patients. As a health sciences university, we also provide training for future healthcare professionals who are supervised by our faculty. As a partner in this educational process, you have the right to:

1. Impartial access to treatment without regard to race, national origin, religion, gender, sexual orientation, age, disability, marital status, military and/or veteran status, or diagnosis.
2. Receive care in a safe setting, be treated with dignity, respect and consideration, and receive treatment that supports and respects the patient's individuality, choices, strengths, and abilities.
3. Receive privacy in treatment and care for personal needs, including the right to request to have another person present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex.



4. Review, upon written request, the patient's own medical record and ask that your doctor amend your record if it is not accurate, relevant, or complete.
5. Receive a referral to another health care institution if Midwestern University Clinics are not authorized or not able to provide physical health or behavioral health services needed by the patient.
6. Participate or have the patient's representative participate in the development of, or decisions concerning treatment, including an explanation of the prescribed treatment, treatment alternative, the option to refuse or withdraw consent for treatment before treatment is initiated (except in an emergency), the risk of no treatment, and expected outcomes of these treatments, and to be told, in language you can understand, the advantages and disadvantages of each.
7. Participate or refuse to participate in research or experimental treatment.
8. Receive assistance from a family member, the patient's representative, or other individual in understanding, protecting or exercising the patient's rights.
9. Receive accurate and easily understood information about your healthcare professionals and healthcare facilities.
10. Ask for and receive an itemized bill and receive an explanation of your bills.
11. Consent to photographs before a patient is photographed.
12. Receive continuing care by your healthcare provider, under certain circumstances, when your health plan changes and your healthcare provider is not included in the new plan or your healthcare provider terminates his or her relationship with the health care plan.
13. A prompt and reasonable response to any complaint you have against your healthcare provider. This includes complaints about waiting times, operation hours, the actions of healthcare personnel, and the adequacy of healthcare facilities.

APPOINTMENT TIMES AND CANCELLATION POLICY

We are committed to providing excellent patient care, while also creating a quality learning environment for our students. Therefore, appointments should be cancelled only when absolutely necessary. A minimum of 48-hour notice is required for our Dental Institute and 24-hour notice for all other clinics. Cancellations without appropriate notice will be considered as “no show” or missed appointment. Late arrivals of more than 15 minutes are also considered “no show” appointments, and the treatment planned for that session may need to be re-scheduled, depending on the discretion of the clinic faculty. Multiple “no show” appointments, late arrivals, or rescheduled appointments may result in dismissal from the Midwestern University Multispecialty Clinic, and any such patients will be directed to seek treatment elsewhere.

PATIENT DISMISSAL PROCEDURE

It is the policy of Midwestern University to maintain a positive, trusting and cooperative relationship with clinic patients. In the event a clinic chooses to dismiss a patient of record from the teaching program and/or clinical care, this policy outlines the University’s patient dismissal procedure.

Single Clinic Dismissal

A clinic may decide, independently of another clinic, to dismiss a patient. That patient may be dismissed from the teaching program or from the clinic for any of the following reasons:

1. After 3 no-show appointments, during the preceding 12 calendar months, a patient may be dismissed from the teaching program or clinic. Please see above Appointment Times and Cancellation Policy for additional information.
2. A patient may be dismissed who is seeking only occasional treatment for relief of pain and not interested in comprehensive care.
3. Failure to schedule appointments for completion of procedures.
4. Failure to schedule health maintenance appointments.
5. Refusal to provide complete and accurate information about current medical conditions and complaints, past illnesses, medications and other issues relevant to care.
6. Failure to adhere to the Midwestern University Clinics’ responsibilities as a patient or guardian of a patient, as outlined on the Clinic website. <https://www.mwuclinics.com/illinois/services/medical/patient-information>.

7. Refusal of treatment and/or not following provider instructions.
8. Failure to provide information about payment for services.
9. Each clinic may individually make a decision to dismiss a patient. For example, a patient who subject to #4 above may be dismissed from the Dental Institute, but may not be dismissed by the Eye Institute. The final decision for a patient dismissal is made by the Clinical Dean/ Medical Director or his/her designee in each clinic.

A patient in the midst of a multi-step procedure may complete his/her treatment at the discretion of the Clinical Dean and be stable prior to termination. A dismissed patient will be allowed emergency care for 30 days from the date of dismissal and will be given a referral to another provider.

All Clinics Dismissal

- A patient who exhibits drug seeking behavior, sexual or other forms of prohibited harassment, and/or use of abusive or derogatory language, will be dismissed from all clinics. In the instance where the dismissed patient has a pet being seen at the Companion Animal Clinic, that pet will be dismissed from that clinic.
- In the instance where the dismissed patient has a minor child and/or spouse being seen at a clinic, that minor child and/or spouse will be dismissed from the clinic.
- A patient may be dismissed for failure to meet all financial obligations.

Procedure for Notifying Clinic Staff of Patient Dismissal from One or More Clinics

1. Patients who have failed to show for 3 appointments in the preceding 12 calendar months will be contacted by a staff member in patient services to assess if there are mitigating circumstances (i.e. hospitalization). At that time the patient will either be notified of the pending dismissal from the teaching program/clinic or be readmitted on a probationary basis.
2. When the decision is made to dismiss a patient from one or all clinics, the following steps shall be taken:
 - A clinic staff member generates the dismissal letter and submits it for approval.
 - Clinic leadership shall be notified and may be requested to approve the pending dismissal letter.

PATIENT DISMISSAL PROCEDURE *(continued)*

- A clinic staff member will enter a note into the EHR/Practice Management system(s) with the details of the dismissal. The note(s) shall include, but may not be limited to:
 - The full name of the clinic initiating the dismissal
 - The initiation date of the cross clinic dismissal
- 3. If a dismissed patient calls for an appointment at the dismissed clinic or if the patient has been dismissed from all Midwestern University clinics and calls any clinic for an appointment, the Patient Account Representative will explain that according to policy the individual is no longer a patient of Midwestern University and cannot be scheduled for an appointment.
- 4. When a Patient Account Representative experiences difficulty with a patient who was dismissed for financial reasons, that patient is referred to the Manager of Patient Accounts.
- 5. When a Patient Account Representative experiences difficulty with a patient who was dismissed for behavioral reasons, that patient is referred to the Assistant Dean for Clinical Education/Clinical Affairs or the Dean of the College.
- 6. When a Patient is dismissed for behavioral or financial reason(s), a dismissal notification is sent to the President and Chief Executive Officer, Vice President and Chief Financial Officer, Vice President and General Counsel and the Vice President and Chief Academic Officer (CAO) to notify them of the intent to dismiss. Two business days after this notification, the dismissed patient will be sent a letter of dismissal with the reason(s) for the dismissal and stating that the clinic will provide 30 days of emergency care from the date of the letter.
- 7. Patients may appeal their dismissal to the appropriate College Dean for Clinical Education / Clinical Affairs or his/her designee for discussion and resolution. The Dean of the College will notify the CAO immediately of the patient's appeal referral. If the dismissal is upheld, the patient is informed that he/she may appeal to the CAO of the respective college or clinic involved in the dismissal.

GIFTS AND GRATUITY

As our patient, you are a valued participant in the educational experience of our students. While our students and faculty are grateful for your appreciation, please understand that it is University policy that they can not accept gifts or gratuity from patients.



Dental Institute

Our Mission

The Midwestern University College of Dental Medicine-Illinois is dedicated to the education of dentists who will demonstrate excellence in comprehensive oral healthcare, service to the public, and the discovery and dissemination of knowledge.

Patient-Centered Care

The Dental Institute follows a patient-centered care approach to dental education.

The patient is an integral component of the dental team and is intimately involved in planning his or her care. Patient-centered care includes educating the patient so that they will have the knowledge necessary to make informed decisions. However, this does not imply that the patient dictates the type of care to be provided. Decisions are made as a team and the provider maintains the responsibility to follow the dental professions and the College's standard of care and ethical behavior.

Midwestern University strives to provide a well-rounded clinical experience to its students, and the majority of individuals seeking care with us are accepted into the program. However, some individuals have needs which are beyond the scope of our students. In these cases, patients are referred to appropriate settings.

Appointment Length

The time required to complete your treatment depends on the individual needs of each patient. As a teaching facility, care will require considerably longer appointments than might be expected in a private dental office.

Appointment Times and Cancellation Policy

Patients must be available for their appointments during Midwestern University's clinic hours: Monday to Friday, 8:00 AM – 5:00 PM. Appointments should be cancelled/rescheduled only when absolutely necessary. Your student dentist will provide you with his/her clinic phone number to call directly.

A minimum of **48-hour notice** is required when cancelling an appointment. Cancellations without 48-hour notice will be considered as “no show” or missed appointment. Likewise, late arrivals of more than 15 minutes are also considered “no show” appointment, and the treatment planned for that session may need to be re-scheduled, depending on the discretion of the clinic faculty. Multiple “no show” appointments, late arrivals, or rescheduled appointments may result in dismissal from the Midwestern University Multispecialty Clinic, and any such patients will be directed to seek treatment elsewhere.

Please remember that your care will be delayed if you miss scheduled appointments.

Student Dentist Breaks

Please note that our student dentists will have periodic educational breaks and during these times the patient clinics are not open for routine dental appointments.



Becoming a Patient of the Dental Institute

The first step in becoming a patient is to schedule a screening appointment. The screening appointment is a short visit where a student dentist, in consultation with a faculty member, will provide a brief dental examination, possibly involving some dental x-rays, and will discuss your goals and expectations.

Due to the nature of an academic dental clinic, not everyone is selected as a patient. If you are selected, you will be matched with a dental student team who will become your primary dental health providers while you are undergoing treatment at the Dental Institute.

Language Assistance

Patients who require sign or other language interpretation can use the services of a remote interpretation service, which we provide. Many patients who require interpretation will prefer to have an adult acquaintance or family member attend for this purpose, which is acceptable. Patients who wish to request the interpretation service must do so at the time of scheduling their appointments.

Dental Emergencies

If you have a life-threatening emergency, please call 911 or go to the nearest hospital or urgent care center. If you have a non-life-threatening medical emergency, and the office is closed, please call our after-hours service at 888-751-5678. Please do not call the after-hours emergency service for prescription refills, appointment cancellations, routine questions, or issues that can wait until regular office hours.

During Regular Business Hours

Patients of record should contact their student dentist by calling his/her suite directly.

During Educational Breaks

Emergency care will be available for patients of record.

Outside of Regular Business Hours

In case of emergencies involving severe pain and/or swelling, patients of record should call 888-751-5678 to speak with one of our on-call faculty for remote assistance.



Family Medicine Clinic

Mission

Midwestern University's Family Medicine Clinic provides high-quality compassionate care to the community and an outstanding educational experience for Midwestern University students.

Vision

Patient care and student education are provided by experienced osteopathic physicians working in a multidisciplinary team of nurses, pharmacists, and students. Working within this team, students are exposed to direct patient care, medical procedures, osteopathic manipulative treatment, clinical research, and teaching. Patients interact with multiple healthcare providers each giving a unique perspective on the patient's conditions.

We provide quality, compassionate care and promote the practice of osteopathic medicine, lifelong learning, research, and service.

Services Provided by Family Medicine

- Adult and child well exams, school physicals
- Comprehensive medical care for the majority of medical conditions (examples: headaches, hypertension, diabetes, back pain, smoking cessation, high cholesterol, stress, depression)
- Conservative treatment of many sports, orthopedic, and musculoskeletal issues
- Women's health
- Osteopathic Manipulative Treatment (OMT), injection, and laboratory services

Becoming a Patient of Family Medicine

To schedule an appointment, or inquire about our services, contact us at 630-743-4500. Daytime, evening, and monthly Saturday appointments are available.

After Hours Medical Emergencies

If you have a life-threatening emergency, please call 911 or go to the nearest hospital or urgent care center. If you have a non-life-threatening medical emergency, and the office is closed, please call our after-hours service at 951-275-8291. Please do not call the after-hours emergency service for prescription refills, appointment cancellations, routine questions, or issues that can wait until regular office hours.



Speech-Language Institute

The Speech-Language Institute is a full service clinic that serves the communication and swallowing needs of children and adults. Graduate student clinicians from the Speech-Language Pathology Program provide professional diagnostic and treatment services under the guidance of expert clinical faculty who are licensed speech-language pathologists. The Speech-Language Institute benefits from the expertise of academic faculty who also consult with clinical faculty and student speech-language pathologists regarding client care. We offer day and evening appointments, at very affordable costs to families. Our goal is to make communication and swallowing therapy available to all clients who need our services.

Mission of the Speech-Language Institute

The Midwestern University Speech-Language Institute is dedicated to the dual missions of providing exceptional educational experiences for Speech-Language Pathology students and outstanding service to the community. Faculty and student clinicians will evaluate and treat the communication and swallowing needs of children and adults who seek their services, upholding the highest standards of clinical practice. They shall commit themselves to the care of their clients and their

families, continually striving for optimal communication and swallowing outcomes. They shall advocate for their clients' rights to effective communication and quality of life. They will exemplify the best standards of the healthcare and educational professions.

Services Provided by the Speech-Language Institute

- Diagnostic evaluations for children with developmental or acquired communication problems
- Diagnostic evaluations of adults with developmental or acquired communication problems
- Diagnostic evaluation of swallowing difficulties
- Augmentative and alternative communication assessment
- Speech-language therapy for children with articulation or language deficits
- Speech-language therapy for adults with articulation or language deficits
- Cognitive-communication therapy
- Augmentative or alternative communication therapy
- Stuttering therapy
- Voice therapy
- Swallowing therapy

Becoming a Client at the Speech-Language Institute

To schedule an appointment at the Speech-Language Institute, or to inquire about our services, contact us at 630-743-4500.

Student Speech-Language Pathologist Breaks

Please note that our student speech-language pathologists will have periodic educational breaks and during these times the Speech-Language Institute is not open for routine appointments.



Physical Therapy Institute

The Physical Therapy Institute is a comprehensive outpatient physical therapy center. The Institute highlights the expertise of the Midwestern University Physical Therapy Program faculty in treating patients with orthopedic, pelvic floor, sports medicine, temporomandibular joint, and vestibular dysfunction. Each patient is evaluated to determine their individual needs and goals. Unique treatment plans are designed for each patient including home programs and instruction in functional activities.

Mission

The mission of the Physical Therapy Institute is to return patients to the highest level of function and wellness possible utilizing evidenced-based practice, compassion, and outstanding service.

Conditions Treated by the Physical Therapy Institute

- Back and neck pain
- Balance and gait disorders
- Chronic headache and facial pain
- Joint (shoulder, elbow, wrist, hip, knee, ankle) pain and dysfunction
- Post-surgical orthopedic conditions
- Sports injuries
- Temporomandibular joint dysfunction (TMD)
- Vestibular dysfunction including concussion, dizziness, motion sensitivity, and postural imbalance
- Women's health issues including osteoporosis, pregnancy, and post-partum musculoskeletal dysfunction

Becoming a Patient of the Physical Therapy Institute

To schedule an appointment, or inquire about our services, contact us at 630-743-4500. Daytime and evening appointments are available.



Eye Institute

The Eye Institute is your source for exceptional eye and vision care. The Institute houses 41 examination rooms, specialty care centers and retail optical services offering a wide selection of eyeglasses and contact lenses.

The Eye Institute offers the highest quality eye care using the latest technology. The Midwestern University licensed Doctors of Optometry and optometry students provide high-quality and compassionate patient care services to the members of the community.

Services Provided by the Eye Institute

- Comprehensive eye examinations for adults and children
- Glasses and specialty eyewear services
- Contact lens services: basic to specialty fitting
- Eye disease screenings, diagnosis, and management
- Vision therapy and sports vision training services
- Visual rehabilitation services
- Ocular electro-diagnostic services
- Pediatric eye care services
- Ocular prosthetic services

Becoming a Patient of the Eye Institute

To schedule an appointment, or to inquire about our services, contact us at 630-743-4500.

Appointment Length

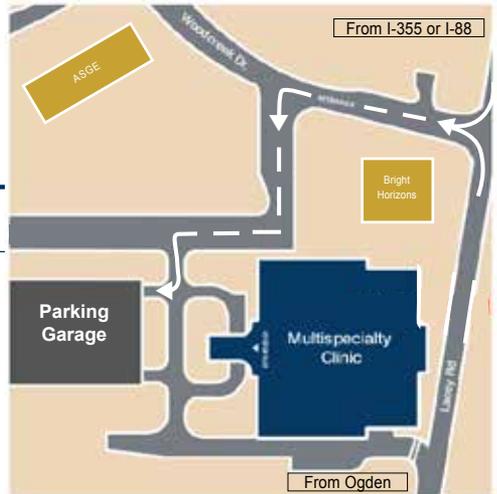
The time required to complete treatment depends on the individual needs of each patient. As a teaching facility, care will require considerably longer appointments than might be expected in a private eye care office.

Student Optometrist Breaks

Please note that our student optometrists will have periodic educational breaks and during these times the patient clinics may have limited services available.

After Hours Eye Emergencies

If you have a life-threatening emergency please call 911 or go to the nearest hospital. If you have an ocular emergency, and the office is closed, please call our after-hours service at 888-350-8171.



MIDWESTERN UNIVERSITY MULTISPECIALTY CLINIC

3450 Lacey Road
Downers Grove, IL 60515

DIRECTIONS:

■ From I-355

Take I-355 to the IL-56/Butterfield exit, then head West on IL-56 W/ Butterfield Rd. for about 0.3 miles. Turn Left (South) onto Woodcreek Dr. and immediately bear left onto Lacey Rd. Destination will be on the right in 0.8 miles.

■ From I-88

Take I-88 to I-355 North. In 2.3 miles, take the IL-56/Butterfield exit, then turn Left (West) on IL-56 W/Butterfield Rd. for about 0.3 miles. Turn Left (South) onto Woodcreek Dr. and immediately bear left onto Lacey Rd. Destination will be on the right in 0.8 miles.

ALTERNATIVE TRANSPORTATION:

- DuPage County Senior Services: 800-713-7445
- York Township Senior Ride Program: 630-620-2413