

Midwestern University Clinics

Your Family's Home
for Healthcare

Glendale, Arizona

Multispecialty Clinic

Eye Institute

Dental Institute

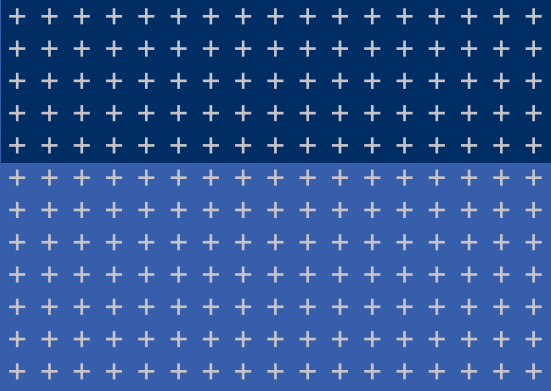
Therapy Institute

Companion Animal Clinic

Large Animal Clinic

Phoenix, Arizona

Comprehensive Care Clinic





Clinic Hours

Glendale Clinics | 5815 West Utopia Road | Glendale, Arizona 85308

	MONDAY Open-Close	TUESDAY Open-Close	WEDNESDAY Open-Close	THURSDAY Open -Close	FRIDAY Open-Close
Multispecialty Clinic					
	8AM-5PM	8AM-5PM	8AM-5PM	8AM-5PM	8AM-5PM
Eye Institute & Optical					
	8AM-5PM	9AM-6PM	8AM-5PM	9AM-6PM	8AM-5PM
Dental Institute					
	8AM-5PM	8AM-5PM	8AM-5PM	8AM-5PM	8AM-5PM
Therapy Institute					
	8AM-5PM	8AM-5PM	8AM-5PM	8AM-5PM	8AM-5PM
Animal Health Institute					
Companion Animal Clinic					
	7AM-4:30PM	7AM-4:30PM	7AM-4:30PM	7AM-4:30PM	7AM-4:30PM
Large Animal Clinic					
	8AM-5PM	8AM-5PM	8AM-5PM	8AM-5PM	8AM-5PM

Phoenix Clinic | 2000 W. Bethany Home Rd., Ste. 200 | Phoenix, AZ 85015

Comprehensive Care Clinic					
	8AM-5PM	8AM-5PM	8AM-5PM	8AM-5PM	8AM-5PM



Welcome to the Midwestern University Clinics

We are delighted that you chose us as your healthcare providers. Midwestern University is committed to providing our patients with high-quality, comprehensive primary and specialty healthcare, and we appreciate your role in helping us to educate outstanding future health professionals.

To schedule or cancel an appointment, or to speak to a representative, please call:

Family Clinics	623-537-6000
Companion Animal Clinic	623-860-7387 (PETS)
Large Animal Clinic	623-806-7575



Emergency Care

During Regular Business Hours – Established patients of record should contact the clinic.

During Academic Breaks and Holidays – Emergency dental care only, for established patients of record, is available from 8:30 AM to 1:00 PM. Please call the clinic first, and the answering service will locate the provider on call as soon as possible.





After-Hours Emergencies – **If you have a life-threatening emergency, please call 911 or go to the nearest hospital or urgent care center.** For other emergencies, please call the clinic, and the answering service will locate the provider on call as soon as possible.

NOTE: Please do not call after hours for non-emergency issues such as prescription refills, appointment cancellations, routine questions, or issues that can wait until regular office hours.

Midwestern University **Clinics**

Table of Contents

	The Mission of Midwestern University	4
	The Clinics' Mission	4
	How to Become a Patient	4
	Appointments.....	4
	What to Bring to Your Appointment	4
	Appointment Times and Cancellation Policy.....	5
	Appointment Length.....	5
	University Academic Breaks and Holidays.....	5
	Children Accompanying Patients.....	6
	Non-English-Speaking Patients	6
	Individuals with Disabilities	6
	Payment for Clinic Services	6
	Medical/Dental/Eye/Vision Insurance	6
	Referrals and Prior Authorizations.....	6
	Midwestern University Cares Program.....	6
	Non-Payment	7
	Gifts and Gratuities	7
	Patient Information.....	7
	MyChart by Epic.....	7
	Treatment Records.....	7
	Patient Inquiry.....	7
	Patient Bill of Rights	7
	Patient Expectations	9
	Patient/Guardian Responsibilities	10
	Patient Dismissal Procedure.....	10

Specialty Areas of Practice.....	12	
Multispecialty Clinic.....	13	
Family Medicine (Women’s Health, Pediatrics, Internal Medicine).....	13	
Osteopathic Manipulative Medicine	13	
Foot and Ankle Services	14	
Eye Institute.....	14	
Dental Institute.....	15	
Dental Institute Services	15	
How to Become a Patient at the Dental Institute.....	15	
Comprehensive Care.....	16	
Patient-Centered Care.....	16	
Appointment Length.....	17	
Payment for Dental Services.....	17	
Fee Estimates.....	17	
Therapy Institute.....	18	
Clinical Psychology.....	18	
Occupational Therapy.....	18	
Physical Therapy	19	
Speech-Language Pathology.....	19	
Vision Therapy	20	
Low Vision Rehabilitation	20	
Sports Vision Performance Training.....	20	
Animal Health Institute	21	
Companion Animal Clinic.....	21	
Large Animal Clinic.....	21	
Diagnostic Pathology Center.....	22	
Comprehensive Care Clinic, Phoenix.....	23	
Family Medicine (Obstetric, Pediatric, Geriatric).....	23	
Osteopathic Manipulative Medicine	23	
Behavioral Health.....	23	
Hospital Care.....	23	



THE MISSION OF MIDWESTERN UNIVERSITY

Midwestern University's historical and sustaining philosophy dedicates the institution and its resources to the highest standard of academic excellence to meet the educational needs of the healthcare community.



THE CLINICS' MISSION

The Midwestern University Clinics provide high quality healthcare services in a caring environment and strive to make a positive and measurable impact on the health of individuals in the communities we serve. Our expert providers develop and refine the clinical skills of our students to provide exceptional care.

Midwestern University Clinics respond to the healthcare needs of the communities we serve by advancing the education of healthcare professionals, sponsoring the postgraduate education of students, and supporting scholarly activity that will aid in the development of more effective and safe treatments for disease.



HOW TO BECOME A PATIENT

Contact the clinic at the phone number listed on the inside front cover to schedule a new patient appointment. We accept some insurance plans, and may provide claim forms for the patient to file for plans in which we do not participate. Please check with your insurance carrier prior to your visit to verify that your services at our clinics will be covered by your insurance.

NOTE: The Dental Institute requires an initial screening appointment to ensure that your dental concerns are compatible with the educational requirements of our students. See the Dental Institute section in this booklet for detailed information.



APPOINTMENTS

What to Bring to Your Appointments

Please bring photo identification such as a valid driver's license or personal identification card, a form of payment, your insurance card(s), and a list of current medications. For payments we accept cash, personal checks with valid identification, Visa, MasterCard, Discover, and American Express. If you had recent x-rays, laboratory tests, or other medical records please request that your provider's office send the results to us before your appointment.

NOTE: If you have medical, dental, or eye and vision insurance, please bring your insurance information with you to your first appointment. This should include a valid insurance card, an address for submitting claims, and the name, date of birth, and social security number of the subscriber. It is ultimately the patients' responsibility to review their insurance policies prior to treatment regarding referrals, pre-authorizations, deductibles, co-payments, annual maximums, limitations, exclusions, and alternative benefits.

New patients should arrive 30 minutes before your appointment time and bring the completed new patient paperwork that was mailed to your home or delivered through secure email or text message.

Existing patients should arrive 15 minutes prior to your appointment time to complete necessary registration procedures and/or update insurance information.

Appointment Times and Cancellation Policy

We are committed to providing excellent patient care, while also creating a quality learning environment for our students. Therefore, patients should confirm all appointments when reminders are received and cancel appointments only when absolutely necessary and with advance notice, to avoid disruption of patients' care and students' learning.

A minimum of 48-hour notice of cancellation is required for our Dental Institute and 24-hour notice for all other clinics. Cancellations without appropriate advance notice will be considered as "no show" or missed appointments.

Additionally, patients who arrive more than 15 minutes late will be considered "no show" appointments and may have to reschedule. Please remember that your care will be delayed if you miss a scheduled appointment.

Patients who repeatedly fail to fulfill scheduled appointments will be dismissed from the Midwestern University Clinics.

Appointment Length

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

University Academic Breaks and Holidays

Please note that our students have periodic academic breaks and holidays, and during these times the patient clinics are closed for routine appointments. Emergency contacts are listed inside the front cover of this booklet.

Children Accompanying Patients

To ensure their safety, children must be supervised by an adult at all times. Children cannot be left unattended in the waiting area and cannot accompany patients to the treatment area. If your children are left unattended, your appointment will be canceled and rescheduled. Therefore, please make prior arrangements for appropriate childcare.

Non-English-Speaking Patients

For the benefit of your understanding of the treatment provided, we encourage you to bring a translator with you to your appointment if you do not speak English. If you have limited language proficiency, please contact the clinic in advance of your appointment.

Individuals with Disabilities

Please advise us in advance if you have special needs, such as a hearing impairment or the availability of a wheelchair.



PAYMENT FOR CLINIC SERVICES

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, your appointment will be rescheduled. For your convenience, we accept cash, personal checks with valid identification, Visa, MasterCard, Discover, and American Express. There is an additional \$30.00 charge for returned checks. Patients will not receive treatment until all fees and outstanding charges are paid in full or payment arrangements have been made. If you are having difficulty making payments, please contact our office to discuss.

Medical/Dental/Eye/Vision Insurance

If you have medical, dental, or eye and vision insurance, we will file your insurance claim as a courtesy if you are covered by one of the plans with which our providers participate. If the healthcare providers 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. Please provide all insurance cards and forms of payment to expedite this process.

Referrals and Prior Authorizations

Prior to your appointment, patients are responsible for verifying with your insurance carrier whether you need a referral or prior authorization. If your insurance requires a referral or prior authorization, you must first obtain the referral or prior authorization and bring it to your appointment.

MWU Cares Program

We are here to serve the community, and we offer a program to assist the public in times of financial hardship. Please contact the Manager of Patient Accounts at the clinic for more information.

Non-Payment

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

Gifts and Gratuities

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 cannot accept gifts or gratuities from patients.

PATIENT INFORMATION



MyChart by Epic

The Midwestern University Clinics utilize Epic, a comprehensive Electronic Health Records (EHR) system. This offers a more seamless experience for our patients, allowing you to access all your health information in one place through your MyChart patient portal – whether you visit the Multispecialty Clinic, Comprehensive Care Clinic, Eye Institute, Dental Institute, or Therapy Institute. All patients will be asked to set up a Midwestern University MyChart account. MyChart can be accessed through your web browser or a mobile app.

Treatment Records

Treatment records are the property of the Midwestern University Clinics. As the patient, you have a right to view your records 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 printing records.

Patient Inquiry

Problems of a financial nature should be directed to the Patient Accounts Office. 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 clinic with the provider. In the event that this effort is unsuccessful, you should consult the designated clinic administrator.

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, ethnicity, national origin, religion, gender, sexual orientation, age, disability, diagnosis, marital status, military and/or veteran status, or public assistance status.
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; and will not be subjected to abuse, neglect, exploitation, coercion, manipulation, sexual abuse, sexual assault, seclusion, restraint (if not necessary to prevent imminent harm to self or others), retaliation for submitting a complaint to either the Arizona Department of Health Services or the Illinois Department of Public Health, or another entity, or misappropriation of persona or private property by an outpatient treatment center.
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.
4. Review, upon written request, the patient's own medical record as set forth in: Arizona, A.R.S. §§ 12-2293, 12-2294, and 12- 2294.01; or in Illinois, 735 ILCS 5/2001 and 2001.5; and ask that your doctor amend your record if it is not accurate, relevant, or complete.
5. Receive a referral to another healthcare provider if Midwestern University Clinics are not authorized, not able or no longer able to provide the required physical or behavioral health services.
6. Participate or have the patient's healthcare power of attorney/ guardian on file participate in the development of or decisions concerning treatment, including an explanation of the prescribed treatment, treatment alternatives, the option to refuse or withdraw consent for treatment before treatment is initiated (except in an emergency), the risk of no treatment, expected outcomes of the treatment, 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 healthcare plan.
13. A prompt and reasonable response to any complaint you have about your healthcare provider. This includes complaints about waiting times, operation hours, the actions of healthcare personnel, and the adequacy of healthcare facilities.

Patient Expectations

1. Patients scheduled during the posted operating times will be seen for services as quickly as possible, with assignment, initial treatment where indicated, and follow-up appointments scheduled as soon after the appointment as is practical.
2. The patient shall have access to emergency, incremental, and comprehensive care as appropriate for the patient's presenting condition(s).
3. The patient shall receive care during posted clinic hours or shall receive emergency consultation by phone or, if deemed necessary, treatment at a designated location after regular clinic hours.
4. Treatment shall be supervised by faculty and shall be consistent with the standards of care in the community.
5. Every patient will receive a copy of the Patient Bill of Rights at the time of service.
6. Patients whose treatment is discontinued will be notified in writing. Alternate treatment options may be suggested.
7. At the time of admission as a patient, an individual patient record will be established. This record will contain diagnostic and therapeutic information related to the patient's care and will be updated at every appointment according to the guidelines of the Midwestern University Clinics Patient Record Protocol.

Patient/Guardian Responsibilities

As a patient of a Midwestern University Clinic, I understand I have the responsibility to:

1. Accept care from Midwestern University students, residents, and other trainees under appropriate supervision in Midwestern University's academic clinics. Participation in medical education is to the mutual benefit of patients and the healthcare system.
2. Provide, to the best of my knowledge, accurate and complete information about current medical complaints, past illnesses, hospitalizations, medicines, and other issues relevant to my care and any subsequent changes to these.
3. Inform my provider promptly if I do not understand information relating to my care and treatment or I receive instructions with which I cannot comply.
4. Keep appointments or call to cancel with a minimum of 48-hour notice for the Dental Institute or 24-hour notice for the other clinics when I cannot keep a scheduled appointment.
5. Observe Midwestern University's no smoking policy.
6. Follow Midwestern University's rules and regulations including firearms policies
7. Provide information regarding changes in my insurance, address, or phone number.
8. Provide information about payment for services and meet all financial obligations.
9. Accept responsibility for my actions if I refuse treatment or do not follow my provider's instructions.
10. Be considerate of other patients and Midwestern University's property.
11. Show courtesy and respect to Midwestern University and clinic personnel.
12. Behave reasonably and appropriately, showing respect for the professional atmosphere of Midwestern University.

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.

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 minor child and/or spouse being seen at a clinic, that minor child and/or spouse will be dismissed from the clinic. If the patient has animal(s) being seen at the Companion Animal Clinic and/or Large Animal Clinic, the animal(s) will be dismissed from the clinic(s).
- A patient may be dismissed for failure to meet all financial obligations.

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

10. Each clinic may individually make a decision to dismiss a patient. For example, a patient subject to #4 above may be dismissed from the Dental Institute but might not be dismissed by the Eye Institute. Final decision for a patient dismissal is made by the Clinical Dean/Medical Director or their designee in each clinic.
11. Patients in the midst of a multi-step procedure may complete their treatment at the discretion of the Clinical Dean/Medical Director and be stable prior to dismissal. A dismissed patient will be allowed emergency care for 30 days from the dismissal date and will be given a referral to a private provider or practice.

Appeal of Dismissal

Patients may appeal their dismissal to the appropriate Clinical Dean/Medical Director, the Dean of the College, or their designee for discussion and resolution. The Dean of the College will notify the Chief Academic Officer immediately of patients' appeal referrals. If the dismissal is upheld, patients are informed that they may appeal to the Chief Academic Officer of the respective college or clinic involved in the dismissal.



SPECIALTY AREAS OF PRACTICE

The following sections discuss information specific to each of our clinics. For additional information about our clinics and the services we provide, please visit the clinic website: <https://www.clinics.midwestern.edu>

Glendale, Arizona Clinics

- Multispecialty Clinic
- Eye Institute
- Dental Institute
- Therapy Institute
- Animal Health Institute
 - Companion Animal Clinic
 - Large Animal Clinic
 - Diagnostic Pathology Center

Phoenix, Arizona Clinic

- Comprehensive Care Clinic

MULTISPECIALTY CLINIC



19389 North 59th Avenue | Glendale, Arizona 85308

The Multispecialty Clinic provides high-quality compassionate care to the community and an outstanding educational experience for Midwestern University students. Patient care and student education are provided by experienced licensed physicians working in a multidisciplinary team of specialists, students, and caring support staff. Patients interact with multiple healthcare providers, each giving a unique perspective on the patient's conditions.

Multispecialty Clinic Services

Family Medicine

Our Family Medicine providers are licensed Doctors of Osteopathic Medicine, Physician Assistants, and Nurse Practitioners who bring a holistic philosophy to healthcare and focus on ongoing comprehensive care for the entire family. Specialties within the Family Medicine clinic include Pediatrics, Women's Health, and Internal Medicine. In addition to annual exams and school/sports physicals, our physicians are skilled in providing comprehensive medical care for the majority of acute illnesses and chronic medical conditions such as diabetes, high cholesterol, hypertension, headaches, back pain, smoking cessation, stress, anxiety, and depression. Many procedures are performed in the clinic, including skin lesion removal, biopsy, cryotherapy, implantable contraceptive devices, and pediatric circumcision.

Osteopathic Manipulative Medicine (OMM)

In addition to all the techniques and treatments of modern allopathic medicine, many of our licensed osteopathic physicians offer conservative, holistic treatment through hands-on diagnosis and gentle manipulation to help with common ailments including back, neck, and head pain. Many sports, orthopedic, and musculoskeletal issues can be resolved through OMM treatments and injections. OMM can help balance the whole person, including addressing stress and anxiety. Cranial osteopathy is available for newborn infants to adults, and our Neuromusculoskeletal Manipulative Medicine specialists are experts in the diagnosis and treatment of musculoskeletal and related neurological conditions affecting nerves, muscles, bones, skull, and spine.

Foot and Ankle Services

Our licensed Doctors of Podiatric Medicine in Foot and Ankle Services strive to improve the health and well-being of patients through prevention, diagnosis, and treatment of conditions associated with the foot, ankle, and lower extremities. Podiatrists are often the first to recognize and diagnose diseases such as diabetes, high blood pressure, and heart disease, along with their associated complications. Our podiatry team includes specialists in diabetic foot care, wound care, and foot and ankle surgery.



EYE INSTITUTE

5865 West Utopia Road | Glendale, Arizona 85308

The Eye Institute is a community-based clinic staffed by faculty who are licensed Doctors of Optometry and Ophthalmologists, as well as students from the Midwestern University Arizona College of Optometry and caring support staff. Optometry students perform the initial examination, and then the supervising doctor checks and confirms the student's assessment and findings. We offer a full range of primary and specialty vision care services for all age groups, using the latest technology and at affordable prices.

Eye Institute Services

- Comprehensive eye examinations for adults and children
- Pediatric services
- Glasses and specialty eyewear services
- Contact lens services – basic to specialty fittings
- Ocular prosthetics
- Ocular disease screenings, diagnosis, and management
- Ocular electro-diagnostic services
- Ophthalmology and corrective vision surgery
- Dry eye services
- Myopia control clinic

In addition, our Therapy Institute provides the following vision services:

- Assessment and treatment of visual conditions resulting from an acquired brain injury or other neurologic condition
- Vision therapy
- Low vision rehabilitation
- Sports vision performance training

DENTAL INSTITUTE

5855 West Utopia Road | Glendale, Arizona 85308



The Midwestern University Dental Institute 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.

The Dental Institute provides primary and specialty services for all ages. We use advanced dental laser treatments wherever possible to minimize pain and trauma and to speed healing. Our board-certified anesthesiologist aids patients who require sedation or anesthesia.

Dental Institute Services

- Cleanings/Exams/X-rays
- Fillings/Crowns/Bridges
- Pediatric Dentistry
- Orthodontics
- Laser Dentistry
- Advanced Imaging
- Extractions
- Root Canals
- Oral Surgery
- Dental Implants
- Dentures/Partial Dentures

How to Become a Patient at the Dental Institute

Due to the nature of an academic dental clinic, not everyone is selected as a patient. The first step is to schedule a screening appointment. This appointment is a brief examination by a student doctor, in consultation with a faculty dentist, to determine if your dental concerns are compatible with the educational needs of our students.

Midwestern University strives to provide a well-rounded clinical experience to its students, and the majority of individuals seeking dental care with us are accepted into the program. However, some individuals require care that is beyond the scope of our students. If, during the screening appointment, the supervising faculty dentist determines that you will not be accepted as a patient, you will be informed of the decision immediately.

If you are selected as a potential teaching case at the initial screening examination, you will be assigned a dental student team who will become your primary dental health providers while you are undergoing treatment at the Dental Institute, based on your dental needs and the students' educational needs.

Comprehensive Care

After your initial screening appointment, you will schedule an appointment to determine your treatment plan. Your student doctor team, under the guidance and supervision of an assigned faculty dentist, will review your health history, take x-rays, and complete your examination using comprehensive diagnostic techniques and specialty department consultations as needed to identify the required treatment. They will also discuss your goals and expectations.

Alternate treatment plans may be presented. Each treatment plan will be explained to you so that you understand what you can expect, how much each plan will cost, and your risks of treatment and non-treatment.

Patients will not have the option to select only limited portions of the recommended treatment plan for dental care or to split services between the Dental Institute and a private dentist, with the exception of emergency treatment.

Emergency Treatment Only: Care provided by a private dentist is limited to the relief of pain and suffering and the necessary steps to ensure that the situation will not recur.

Patient-Centered Care

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

Patients are an integral component of the dental team and are actively involved in planning their care. Patient-centered care includes educating patients so that they will have the knowledge necessary to make informed decisions. However, this does not imply that patients dictate

the type of care to be provided. Decisions are made as a team, and the providers maintain the responsibility to follow the standards of care and ethical behavior dictated by the dental profession and the college.

Appointment Length

The time required to complete treatment depends on the individual services needed for each patient. As a teaching facility, care will require considerably longer appointments than might be expected in a private dental office, to allow for the students to complete the treatment and then have the supervising faculty dentist confirm their exam findings and approve their restorative work. However, the cost of dental care at the Dental Institute is reduced to offset the training and educational needs of our students.

Payment for Dental Services

There is an initial fee at your screening appointment to evaluate you as a potential teaching case. This initial fee includes an examination and x-rays. Multi-step appointment services (e.g., crowns, bridges, complete and partial dentures, implant procedures, or root canal procedures) require payment of 50% of the fee at the time of the start of treatment. The remaining balance for that treatment is due at the beginning of the appointment when the restoration is completed or the appliance is delivered.

Fee Estimates

Patients will be advised of their recommended treatment and its estimated cost, as well as any alternative treatment options. The accepted treatment plan will be signed by the patient and attending faculty dentist. This treatment plan will be entered into our dental patient record system, which will allow the clinic administration to track the progress of your care. Fee estimates are based on the current fees at the time the treatment plan is signed. However, the fee charged will be the fee currently in effect at the time any service or procedure is started. At each visit, you will be advised of the costs of each succeeding procedure so that you are prepared for the subsequent charges at each visit. Please ask your student doctor for further clarification or explanation if this is not clear.



THE THERAPY INSTITUTE

5815 West Utopia Road | Glendale, Arizona 85308

The Midwestern University Therapy Institute is a community-based clinic comprised of licensed healthcare providers in five specialty areas, state-of-the-art medical technology, and caring support staff. Our therapists work together to integrate all therapeutic services to meet each client's unique requirements while teaching and supervising our graduate students in each program.

The clinic features a Computer Assisted Rehabilitation Environment (CAREN) for advanced clinical evaluation, analysis, and rehabilitation of neuro-physical conditions. This immersive, multi-sensory, virtual reality system is not widely available in community health settings and is the only such system within the state of Arizona.

Therapy Institute Services

Clinical Psychology

Our Clinical Psychology team offers high-quality, affordable therapeutic services to enhance clients' self-confidence and sense of wellbeing. Advanced student providers and faculty who are licensed clinical psychologists assess cognitive, emotional, and learning difficulties and help clients to promote well-being and alleviate concerns due to mood, life changes, or chronic pain.

Occupational Therapy

Our Occupational Therapy team treats patients of all ages to help them develop and enhance their abilities to perform the tasks of daily living.

Pediatric Occupational Therapy focuses on helping children develop the skills they need to grow into functional, independent adults. Physical impairment, injuries, and a host of other issues can hamper a child's ability to perform common tasks or progress normally through the stages of social or cognitive development. Pediatric occupational therapy can help children adequately progress in their development and also help build self-esteem and confidence.

Adult Occupational Therapy also helps adults learn or re-learn how to manage the tasks of daily living following surgery or other medical events, while also enhancing their self-esteem and confidence levels in their abilities.

Physical Therapy

The Therapy Institute offers a comprehensive outpatient physical therapy center where our expert faculty doctors specialize in helping patients with a variety of conditions to achieve their goals. Clients are evaluated to determine their individual needs and goals, with unique, personalized treatment plans designed for each client, including home therapeutic programs and instruction in functional activities. Our mission is to return clients to the highest level of function and wellness possible utilizing evidenced-based practice, compassion, and outstanding service.

Services

- Post-surgical orthopedic conditions
- Sports injuries
- Extremity (shoulder, elbow, wrist, hip, knee, ankle) pain and dysfunction
- Back and neck pain
- Chronic headache and facial pain
- Temporomandibular joint (TMJ) dysfunction
- Balance, gait, and mobility issues
- Vestibular dysfunction, including concussion and dizziness caused by disease or acquired brain injury
- Neurologic/neuro-physical conditions, including Parkinson's disease and stroke

Speech-Language Pathology

Our Speech-Language Pathology experts are dedicated to the dual missions of providing exceptional educational experiences for our Speech-Language Pathology students and outstanding service to the community. We offer a full-service clinic that serves the communication, swallowing, and feeding concerns of children and adults, upholding the highest standards of clinical practice. Graduate student clinicians from the Speech-Language Pathology Program provide professional diagnostic and treatment services under the guidance of our expert clinical faculty members who are licensed and certified Speech-Language Pathologists.

Our goal is to make communication, swallowing, and feeding evaluation and therapy available to all clients at an affordable cost. Our faculty have expertise in child language and articulation disorders, motor speech impairment, bilingualism, augmentative and alternative communication, voice and fluency disorders, swallowing and feeding concerns, and communication problems resulting from stroke, dementia, or acquired brain injury.

Services for children and adults

- Diagnostic evaluation and treatment of developmental or acquired communication problems
- Speech-language therapy for articulation or language deficits
- Diagnostic evaluation and treatment of swallowing and feeding difficulties
- Augmentative and alternative communication assessment
- Cognitive-communication therapy
- Stuttering therapy
- Voice therapy

Vision Services

The vision team housed in the Therapy Institute provides a variety of services including vision therapy, low vision rehabilitation, and sports vision performance training.

Vision Therapy is a sequence of exercises that provide highly effective, non-surgical treatment for many common visual problems such as lazy eye, crossed eyes, double vision, and convergence insufficiency. Vision therapy is also beneficial for patients with visual symptoms following a concussion or other traumatic or Acquired Brain Injury (ABI).

Low Vision Rehabilitation services can help patients experiencing vision loss that cannot be corrected with glasses, contact lenses, or surgery to improve their quality of life. We can prescribe glasses with special lenses or tints, magnifiers, telescopes, or other devices to help improve vision function for reading, watching television, driving, and other daily tasks. In most instances, the evaluation will be billed to your medical insurance rather than to your vision insurance.

Sports Vision Performance Training analyzes the visual skills essential for peak athletic performance and offers visual training exercises to athletes to improve their game through clearer vision and faster reaction time. We can create an individualized sports vision training program for an athlete, as well as provide on-site screenings for an entire team. Our sports vision providers also work with the injured athlete on rehabilitative therapy to return to play.

ANIMAL HEALTH INSTITUTE

5725 West Utopia Road | Glendale, Arizona 85308



Companion Animal Clinic

Midwestern University's Companion Animal Clinic is a full-service clinic dedicated to caring for your four-legged family members and educating the next generation of veterinarians. As part of the Animal Health Institute in Arizona's first College of Veterinary Medicine, we are uniquely qualified to provide the most current standards of care for your pets at competitive prices. Our faculty who are licensed veterinarians and specialists in their fields supervise our third- and fourth-year students in their clinical rotations. Our 112,000 square foot state-of-the-art facility is equipped for all of your pet's healthcare needs from laparoscopic and arthroscopic surgery suites to digital dental x-rays, CT scan, ultrasonography, and an underwater physical rehabilitation treadmill.

Services

- Wellness and General Care
- Urgent Care
- Dentistry
- Diagnostic Imaging
- Internal Medicine
- Diabetes and Chronic Disease Management
- Endoscopy
- Neurology
- Surgery/Minimally Invasive Procedures
- Physical Rehabilitation

Large Animal Clinic

The 70,000 square foot Midwestern University Large Animal Clinic offers a full range of primary and specialty veterinary services for horses, livestock, and farm animals, at our Glendale clinic or at the client's premises. We are a center for veterinary education, research, large animal veterinary services, and pathology, with faculty who are licensed veterinarians engaged in scientific discovery to benefit Arizona's livestock producers and horse owners.

Veterinary students, under direct supervision of faculty veterinarians who are specialists in areas of large animal medicine, surgery, and reproduction, are involved with patient care, which adds tremendous value to the service as the brightest minds are contributing to the entire healthcare experience. As an educational institution, we are able to provide veterinary services at an affordable cost.

Services

- General and specialty medical care for horses, farm animals, and livestock
- Reproductive services
- Lameness exams
- Acupuncture
- Dental care and surgery
- Digital radiography
- Ultrasound
- Endoscopy/dynamic endoscopy
- Surgery and rehabilitation

Diagnostic Pathology Center

The Diagnostic Pathology Center, part of the Midwestern University College of Veterinary Medicine Animal Health Institute, is staffed by American College of Veterinary Pathologists (ACVP) certified anatomic pathologists and American Society for Clinical Pathology (ASCP) licensed necropsy and histology technicians. These professionals offer comprehensive diagnostic laboratory services for all domesticated and wildlife species large and small, to veterinarians working in private practices, zoo and wildlife organizations, law enforcement, and other veterinary or animal-related fields.

NOTE: Case submissions must be made through veterinarians only.

Services

- Postmortem examinations (necropsy)
- Histopathology
- Biopsy evaluation
- Cytology
- Diagnostic immunohistochemistry
- Microbiology

COMPREHENSIVE CARE CLINIC



2000 West Bethany Home Road, Suite 200 | Phoenix, Arizona 85015

The Midwestern University Comprehensive Care Clinic, Training Site of the Abrazo Family Medicine Residency, is committed to providing our patients with high-quality healthcare in the areas of family medicine and behavioral health.

Family Medicine (Pediatric, Adult, Obstetric, Geriatric)

The doctors in Family Medicine focus on ongoing comprehensive healthcare for the individual and the entire family. Our physicians are licensed osteopathic and allopathic medical doctors and residents, with specialties in the areas of Family, Obstetric, Pediatric, Geriatric, and Sports Medicine.

Osteopathic Manipulative Medicine

Our Osteopathic Manipulative Medicine physicians offer all the techniques and treatments of modern allopathic medicine, with the added benefits of hands-on diagnosis and a holistic philosophy, using gentle manipulation to help with common ailments including back, neck, and head pain.

Behavioral Health

Our Behavioral Health team offers patients high-quality, affordable therapeutic services. Advanced student providers and faculty assess cognitive, emotional, and learning difficulties and help patients to promote well-being and alleviate concerns due to mood, life changes, or chronic pain.

Hospital Care

Our physicians provide hospital care for any Midwestern University Comprehensive Care patient admitted to Abrazo Central Hospital. In the unforeseen event that a patient requires hospitalization, please inform the Emergency Room team that you are a patient of the Midwestern University Comprehensive Care Clinic, so that we may continue your care during your hospital stay.



Midwestern University Clinics

Your Family's Home for Healthcare

Visit All Our Clinics

Glendale, Arizona

5815 West Utopia Road | 623-537-6000 | www.clinics.midwestern.edu

Multispecialty Clinic

Family Medicine | Women's Health | Pediatrics
Internal Medicine | Foot and Ankle Services
Osteopathic Manipulative Medicine

Eye Institute

Primary Eye Care | Pediatrics | Optical Center
Contact Lenses / Specialty Contact Lenses
Ocular Disease Management | Ophthalmology
Vision Correction Surgery | Acquired Brain Injury (ABI) Vision Care

Dental Institute

Cleanings/Exams | Fillings/Crowns/Bridges
Pediatric Dentistry | Orthodontics
Laser Dentistry | Advanced Imaging
Extractions | Root Canals | Oral Surgery
Dental Implants | Dentures | Partial Dentures

Therapy Institute

Clinical Psychology | Speech-Language Pathology
Physical Therapy | Occupational Therapy
Vision Therapy | Low Vision Rehabilitation
Sports Vision Performance Training

Animal Health Institute

www.clinics.midwestern.edu/animal-health-institute

Companion Animal Clinic

5715 West Utopia Road
623-806-7387 (PETS)

Large Animal Clinic

5725 West Utopia Road
623-806-7575

Phoenix, Arizona

2000 West Bethany Home Road, Suite 200
623-537-6000, Option 5 | www.clinics.midwestern.edu
Se habla Espanol.

Comprehensive Care Clinic

Family Medicine | Obstetrics | Pediatrics | Geriatric Medicine
Sports Medicine | Osteopathic Manipulative Medicine
Behavioral Health

