

 **Midwestern  
University**

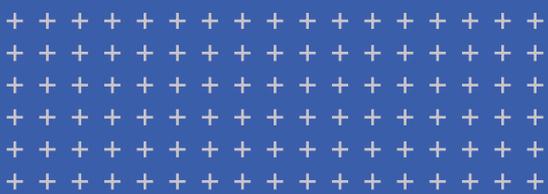
# Clinics

Your Family's Home  
for Healthcare



- Dental Institute
- Eye Institute
- Family Medicine Clinic
- Physical Therapy Institute
- Speech-Language Institute

3450 Lacey Road, Downers Grove, IL 60515  
630-743-4500 • [mwuclinics.com](http://mwuclinics.com)



# Welcome to the Midwestern University Clinics

We are delighted that you chose us as your healthcare providers. Midwestern University (MWU) is committed to providing our patients with high-quality 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  
630-743-4500.

## Emergency Care

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

**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 individual clinic, and the answering service will locate the provider on call as soon as possible.

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



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## 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.



## Our 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 community we serve. Our expert providers develop and refine the clinical skills of our students to provide exceptional care.

MWU Clinics respond to the healthcare of our community 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

The first step in becoming a patient is to schedule an appointment by calling 630-745-4500. We accept some insurance plans and can 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 clinic will be accepted.

NOTE: The Dental Institute requires an initial screening appointment to ensure that your dental concerns are compatible with the educational needs 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 have 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 vision insurance, please bring your

insurance information with you to your 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.

All patients should arrive 15 minutes before the appointment time and bring the completed paperwork that was delivered through secure email or text message.

## 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 24-hour notice is required for all clinics. Cancellations without appropriate notice will be considered as "no show" or missed appointment.

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 Clinic. Please refer to the section on Patient Dismissal.

## 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.

## 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

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 need special accommodations for such things as hearing impairments or wheel chair access.



## Payment for 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 the Patient Accounts office at the clinic 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.

## 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 630-743-4608 for more information.

## Non-Payment

The Multispecialty Clinic 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 has been made, this may result in dismissal from the Midwestern University Clinics and the account being sent to a collection agency.

## 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 cannot accept gifts or gratuity 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 Dental Institute, Eye Institute, Family Medicine Clinic, Physical Therapy Institute, or Speech-Language 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.

### Advanced Directive

Patients have the right to complete an advance directive with their primary care provider. This includes discussing their preferences with the provider and, if desired, with a designated healthcare proxy to ensure clarity and alignment with their current wishes. Patients may also choose to provide a copy of any previously completed advance directive or durable power of attorney for inclusion in their medical record.

### 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 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 to 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 against 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 standard 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 Midwestern University Clinics, 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 that I cannot comply with.
4. Keep appointments or call to cancel with a minimum of 48-hours 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 Concerns

If you have a concern about your care, safety, or the handling of your health information, you have the right to share that concern. You may make a complaint by calling, writing, or speaking in person with the Clinic Manager, Clinic Supervisor, Medical Director, or the Associate Dean. Concerns about privacy or the handling of health information may also be directed to the HIPAA Privacy Official.

Once your concern is received, clinic leadership will review the matter, involve appropriate departments when needed, and make reasonable efforts to address and resolve the issue. You may be invited to discuss the concern in person as part of the review. If a resolution is not reached in a reasonable timeframe, the concern may be elevated to higher levels of

University leadership for further review. You may also be directed to follow a different complaint process based on the nature of your complaint. In any event, you will receive a written response when appropriate.

Patients may not delegate participation in the process, except as allowed by law.

## 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

1. 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.
2. 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 or to deny admittance of an individual as a patient of record. 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 exceeds the scope of a teaching program.
2. After three no-show appointments in a clinic department during the preceding 12 calendar months. A no-show appointment is defined as the patient's failure to provide 24 hour notice of a cancellation, and/or failure to show for scheduled appointments, and/or failure to arrive at the time of the appointment or within 15 minutes after the start of the appointment.
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 Clinic website: [www.mwuclinics.com](http://www.mwuclinics.com).
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 who 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 Associate Dean/Medical Director 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 private provider or practice.

## Appeal of Dismissal

Patients may appeal their dismissal to the appropriate Associate Dean/ Medical Director, the Dean of the College, or their designee for discussion and resolution. If the dismissal is upheld, patients are informed that they may appeal to the Vice President of Clinic Operations.



## 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 at [www.mwuclinics.com/il](http://www.mwuclinics.com/il).

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



## Dental Institute

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.

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
- Advanced Imaging
- Fillings/Crowns/Bridges
- Pediatric Dentistry
- Orthodontics
- Root Canals/Extractions/Oral Surgery
- Dentures/Partial Dentures
- Dental Implants

### How to Become a Patient of the Dental Institute

Due to the nature of an academic dental clinic, not everyone is selected as a patient. The first step in becoming a patient 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. In these cases, patients are referred to appropriate private practices for care.

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 Dental 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.



## Eye Institute

The Eye Institute is a community-based clinic staffed by faculty who are licensed Doctors of Optometry, as well as students from the Midwestern University Chicago College of Optometry and caring support staff. Optometry students perform the initial examination, and 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 at affordable prices.

## Services Provided by the Eye Institute

- Comprehensive eye examinations for adults and children
- Pediatric services
- Glasses and specialty eyewear services
- Contact lens services: basic to specialty fitting
- Ocular prosthetics
- Eye disease screenings, diagnosis, and management
- Ocular electro-diagnostic services
- Dry eyes services
- Myopia control clinic
- Vision therapy
- Low vision rehabilitation
- Sports vision training



## Family Medicine Clinic

Midwestern University's Family Medicine 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 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



## Physical Therapy Institute

The Physical Therapy Institute is 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.

### Conditions Treated by the Physical Therapy Institute

- 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 dysfunction (TMD)
- Balance, gait, and mobility issues
- Vestibular dysfunction including concussion and dizziness
- Women’s health issues including osteoporosis, pregnancy, and post-partum musculoskeletal dysfunction
- Deconditioning
- Neurologic/neuro-physical conditions, including Parkinson’s disease and stroke



## Speech-Language Institute

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



# Midwestern University Clinics

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## 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: 630-407-6500
- York Township Senior Ride Program: 630-620-2413