



*An Alliance for Improved Health Care*

A program of the Robert Wood Johnson Foundation's *Aligning Forces for Quality* initiative and other funders.

9500 Euclid Avenue  
Cleveland, Ohio 44195  
800.223.2273  
www.clevelandclinic.org

## Cleveland Clinic – Main Campus | Cleveland Clinic

| Hours and Access          |                 |
|---------------------------|-----------------|
| Office Hours:             | M-F 8 am - 5 pm |
| Weekend Hours:            | No              |
| Same Day Appointments:    | Yes             |
| 24 Hour Phone RN/MD Care: | 216.444.2200    |
| 24 Hour Phone Number:     | 800.223.2273    |
| Urgent Care Available     | No              |
| Urgent Care Hours         | Not Applicable  |

| Doctors and Services                                 |  |
|--|--|
| Physicians on Staff:                                 | 87   |
| Laboratory Services:                                 | Yes  |
| Imaging Services:                                    | Yes  |
| Pharmacy Services:                                   | Yes  |
| Diabetes Education Programs:                         | Yes  |
| On Bus Line:   | Yes  |
| Free Parking:  | No   |
| Translation Services                                 | Yes  |
| Mail, E-mail or Phone Appt. Reminders:               | Yes  |
| Patients Schedule Appt. Online:                      | e-mail request only                                |
| Patient/Doctor E-mail Exchange:                      | No   |
| Electronic Medical Records:                          | Yes  |
| Patients Can View Electronic Medical Records Online: | Yes  |
| Electronic Prescribing:                              | Yes  |
| Refer Most Patients to these Hospitals:              | Cleveland Clinic, Other Cleveland Clinic Hospitals |
| Accept Medicare:                                     | Yes  |
| Accept Medicaid:                                     | Yes  |
| Accept Uninsured/Self Pay:                           | Yes – Payment Needed                               |
| Sliding Scale Fees Available:                        | Yes  |

Better health care – and better health – take team work. Know what you and your doctor can do to improve your health. Talk to your doctor. Ask questions. Our doctors want you to ask questions!

### Quick Tips

#### At Your Visit:

- Bring a list of your questions, with the most important ones first. Give it to your doctor at the beginning of your visit – or ask your questions at the beginning so you won't run out of time.
- Ask questions about what your doctor tells you. If you don't, your doctor may think you understand what she said, when you may not.
- If your doctor gives you a lot of information, ask him to write it down. Then you'll remember what he said when you get home!
- Ask your doctor who you can call after your visit if you have more questions.
- Make your next appointment or schedule any tests your doctor ordered before you leave the office so you don't forget.

#### After Your Visit:

- Call if your symptoms get worse or you have problems with your medicine.
- If you had tests done, call the doctor's office in a timely way if you haven't received the results.

*Adapted from Agency for Healthcare Research and Quality*