



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

551 E. Washington Street
Chagrin Falls, Ohio 44022
440.893.9393
www.clevelandclinic.org

Chagrin Falls Family Health Center | Cleveland Clinic

| Hours and Access | |
|---------------------------|------------------------------------|
| Office Hours: | M-Th 8 am - 8 pm; F 8 am - 5 pm |
| Weekend Hours: | Sa 8 am - 12 pm |
| Same Day Appointments: | Yes |
| 24 Hour Phone RN/MD Care: | 800.801.2273 |
| 24 Hour Phone Number: | 440.893.9393 |
| Urgent Care Available | Yes |
| Urgent Care Hours | M-F 8 am - 8 pm; Sa 8 am - 4 pm |

| Doctors and Services | |
|--|--|
| Physicians on Staff: | 9.75 |
| Laboratory Services: | Yes |
| Imaging Services: | Yes |
| Pharmacy Services: | No |
| Diabetes Education Programs: | No |
| On Bus Line: | No |
| Free Parking: | Yes |
| 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