



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

1260 Independence Avenue  
Akron, Ohio 44310  
216.524.7377  
www.kaiserpermanente.org

## Chapel Hill Medical Center | Kaiser Permanente

Hours and Access	
Office Hours:	M, Th 8:30 am - 6:30 pm; T, W, F 8:30 am - 5 pm
Weekend Hours:	Sa 8:30 am - 12 pm
Same Day Appointments:	Yes
24 Hour Phone RN/MD Care:	Yes
24 Hour Phone Number:	216.524.7377
Urgent Care Available	No
Urgent Care Hours	Not Applicable

Doctors and Services	
Physicians on Staff:	3
Laboratory Services:	Yes
Imaging Services:	Yes
Pharmacy Services:	Yes
Diabetes Education Programs:	Yes
On Bus Line:	No
Free Parking:	Yes
Translation Services	Yes
Mail, E-mail or Phone Appt. Reminders:	Yes
Patients Schedule Appt. Online:	Yes
Patient/Doctor E-mail Exchange:	Yes
Electronic Medical Records:	Yes
Patients Can View Electronic Medical Records Online:	Yes
Electronic Prescribing:	Yes
Refer Most Patients to these Hospitals:	Marymount, Parma Community General, Cleveland Clinic
Accept Medicare:	Yes
Accept Medicaid:	No
Accept Uninsured/Self Pay:	Yes – Payment Needed
Sliding Scale Fees Available:	Not Applicable

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