



An Alliance for Improved Health Care

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

16215 Madison Avenue  
Lakewood, Ohio 44107  
216.521.4400  
www.clevelandclinic.org

## Lakewood 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:	216.521.4400
Urgent Care Available	No
Urgent Care Hours	Not Applicable

### Doctors and Services

Physicians on Staff:	24
Laboratory Services:	Yes
Imaging Services:	Yes
Pharmacy Services:	No
Diabetes Education Programs:	No
On Bus Line:	Yes
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