

## FREQUENTLY ASKED QUESTIONS

Q: How soon can I get an appointment?

A: To better serve all our patient, we keep some appointment slots open for same day appointments for urgent matters.

Q: When should I arrive for my appointment?

A: You should arrive 5 to 10 minutes before your scheduled appointment. If you are a new patient, please arrive at least 10 minutes before your scheduled time.

Q: What should I bring at the time of my visit?

A: Please bring your current health insurance card, a photo ID, current medication list/bottles and co-payment (if required per your insurance plan). If you are a new patient please bring a completed health history, registration and any medical records that are available to you. We accept cash, check and credit card (Visa/Master Card ).

Q: How long will it take once I am in the exam room?

A: Generally a sick or follow up visit requires 15 to 35 minutes based on the complexity of the illness. An annual physical or new patient visit requires 45 to 60 minutes.

Q: How can I get most out of my visit with the doctor?

A: Arrive on time. Bring available records and list/bottles of your current medications. Bring a short list of questions that you want to be answered. Be open and let doctor know if you did not understand the instruction. Ask for written instruction if needed.

Q: Do I need to come fasting for the office visit?

A: Not, unless you were specifically told when you made an appointment. Generally, blood work is done after visit as necessary. You may want to come fasting for complete physical (if scheduled in morning hours).

Q: What should I do for prescription refills?

A: Please call your pharmacy or our office at least 2-3 days in advance for any refill on regular medication. It is our policy not to refill narcotic pain medications on the weekends or after hours so call during office hours for such refills.

Q: What if I need to be hospitalized?

A: Dr.Thakkar has privileges at Advocate Condell Medical Center. He will admit, treat and follow you during the hospitalization.

Q: When will I receive statement of charges for the services?

A: As a service to you, we prepare and submit claims to your insurance company with in few days after your visit. You will generally receive a statement after your insurance company has paid its portion.

Q: Where should I send payment for the services?

A: Make check payable to Parag B. Thakkar, MD, S.C. and mail it to P O Box 7035 Libertyville, IL 60048. You may send it to our office address.

Q: How can I get my medical records?

A: We will forward your relevant medical records to consultant or specialist when needed at no cost. However, when transferring care to another provider you will be required to sign a release of medical records and pay appropriate fee as allowed by Illinois state statue. It may be waived in certain circumstances.