



# to *serve* you better

## our locations

### downers grove

3825 Highland Avenue  
Suite 210  
Downers Grove, IL 60515  
630 435 6100

### naperville

100 Spalding Drive  
Suite 330  
Naperville, IL 60540  
630 718 2660

### winfield

Hospital Outpatient Services  
25 N. Winfield Road  
Suite 300  
Winfield, IL 60190  
630 933 8100

Our mission is to *serve* our community by providing extraordinary cardiovascular care. So that we may *serve* you better, we ask that you remember the following:

#### **urgent calls**

Please call 911 for life threatening medical emergencies. All non-urgent messages will be responded to within 24 hours.

#### **appointments**

In order to ensure efficient service, we will see patients by appointment only.

#### **referrals**

Please allow at least 5 working days for referrals to be authorized.

#### **filling out forms**

Forms such as disability forms will be completed within 10 working days.

#### **test results**

Test results will be provided by the ordering physician within 10 working days from the date of your test. Depending on the test, results may be given via phone call or mail. If you have not heard about your results after 10 working days, please call us and let us know.

#### **prescription refills and authorization**

To ensure accuracy of medication, dose and quantity, we request that your pharmacy/mail order provider contact us directly to request refills on your behalf. When requesting prescription refills, please allow 48 hours for them to be phoned in to your pharmacy/mail order provider.

#### **sample medication**

Samples may be provided for patients prescribed a new medication based on availability. However, samples do not replace a routine prescription. Samples will be provided at the discretion of your physician.

#### **medication list**

Please bring all prescriptions, over the counter medications and dietary supplements that you are currently taking to each office visit.

*Please do not hesitate to let us know how we may serve you better.*