



Midwest Wellness Center Associates

Midwest Wellness Center Associates Ltd.

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Appointment Policy

It is our intention to provide you and your children the best care possible at all times and to accommodate as many requests as is realistic and feasible. It is within this context that we ask you to take a few moments to review policies that affect the way services are provided.

In the Office

- **Arrive early.** Please remember that all insurance requires that your insurance data be updated prior to each encounter. This usually takes a few minutes. If this is not done, your insurance may deny your claim. We do not want time spent on administrative requirements to limit your time with the doctor.
- **Schedule an appointment by calling 630-541-9560 (Westmont) or 773-698-6417 (Chicago).** Walk-ins are not accepted.
- **Patients who arrive on time are seen at their appointment time.** Patients who have arrived on time will be seen ahead of those who arrive late. If you arrive late, we may need to abbreviate or reschedule your visit.
- **Call ahead if you are late or unable to make your appointment time.** We will do all that we can to accommodate your or your child's appointment and to minimize the need to reschedule your appointment.
- **Late arrivals (>15 minutes after scheduled appointment) will be offered the next available appointment.** In these cases, a no-show charge for the lost appointment will apply. While we will do all that is possible to accommodate requests, the first-available appointment may *or may not* be on the day the appointment was missed.
- **The no-show charge will be waived if you contact the office before your appointment.** Remember that appointments canceled more than 24 business hours prior to when they were scheduled do *not* incur a no-show fee.
- **Appointments for additional children should be made by phone prior to coming to the office.** A \$50 charge is applied for the add-on appointments. If you would like another child to be seen, please schedule appointments for *both* children *by phone* prior to coming to the office.
- **Turn off cell phones in the office and examination rooms.**

After-hours Call Service

- **Please limit after-hour calls to urgent issues and emergencies.** Please refer to our patient information packet for answers to common illness questions (www.midwestwellnessca.com). For refills, appointment requests, and other nonurgent matters, you may leave a message or call the office during regular hours. A charge of \$25 will be applied for after-hours calls that do not lead to an office or emergency department visit. Please also do the following when using this service:
 - When leaving a message, please speak slowly.
 - Be sure to leave a callback number.
 - Disable your call block feature.
 - Follow the doctor's instructions.
- **For Emergencies, please call 911** or you may contact Advocate Illinois Masonic Hospital's Crisis Line at 773-296-5380 and speak to one of our licensed social workers or clinical psychologists available 24 hours 7 days a week.

We are here to provide the *best* care we can to your children should the need arise. As always, we welcome the opportunity to care for your children and appreciate your trust in the services we provide.