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## WELCOME

Dr. Lenny Cohen and the Chicago Neurological staff welcome you. We designed this brochure to give you information about our office and answer some questions we are routinely asked. We hope it proves to be helpful now, and in the future, as a reference.

## OUR PRACTICE

We are dedicated to providing the highest quality medical care and treatment for persons experiencing varying degrees of neurological disorders. As a specialist in Adult Neurology, Dr. Cohen has advanced skills in helping patients with variety of neurological diseases – dementia, multiple sclerosis, Parkinson's, headache, neuropathy, neuromuscular disorders just to name a few.

At Chicago Neurological Services, we can provide the latest in neurological testing to diagnose and treat central and peripheral nervous system pathology. Dr. Cohen also has a special interest in preventative memory loss and neurocognitive assessment.

## AVAILABLE SERVICES

We value our patients and dedicate ourselves to providing excellent services. In our office we offer neurological testing such as EEG to evaluate for brain activity and possible seizures, NCV/EMG to evaluate for any possible disease affecting your nerves or muscles. We also offer computerized neuropsychological testing to evaluate for early stages of mild cognitive impairment.

## NEW PATIENT REGISTRATION

New patients are asked to arrive at the doctor's office at least 15-20 minutes before their scheduled appointments in order to fill out new patient forms. Please have your driver's license, insurance card, and Social Security number with you so that we can help you complete the new patient paperwork.

Our registration package can be downloaded on our website – [www.chicagoneurodoc.com](http://www.chicagoneurodoc.com) and filled out at home to speed up your registration process in our office.

## FOR ALL PATIENT APPOINTMENTS

It is important to keep your medical record up to date. It is your responsibility to notify both your doctor's office and your insurance company of any changes or corrections of pertinent information that needs to be made to your records. Please be prepared to review that information and show your insurance card at every visit, so we can bill your insurance appropriately. Having your current information on file will enable us to serve you better. We thank you for your cooperation with this important matter.

We would like for you to bring any new medications that you are currently taking to your appointment. Please bring the original containers so that we may verify each medication's name, dosage, etc. This information will allow your physician to better care for you.

Appointments can be made with our physician by calling the office during normal business hours. Please give a clear description of your medical condition to the staff member when scheduling an appointment so that we can allow an appropriate amount of time to address your needs.

Our goal is to meet your family's needs in a caring and efficient manner. We value your time and will make every effort to accommodate you as soon as possible.

## OFFICE HOURS

Our office hours in the Oak Park location are Tuesdays, Thursdays 9:00 am to 6:00 pm. Additional time might be available at Dr. Cohen's discretion and availability.

## TELEPHONE CALLS

Routine medical questions will be handled by calling your physician's office during normal business hours. For your convenience, we have protocols to handle some problems over the phone. However, you may need to be seen in the office to properly diagnose and treat the problem. If you have questions, please feel free to call us. Please have a pencil and paper handy, as well as your pharmacy telephone number. We prefer to address your problems with access to your medical history and records. Therefore, please limit your afterhours calls to those that you feel absolutely cannot wait until the office opens. In case of medical emergency ALWAYS call 911.

## CANCELLATIONS

Please phone at least one day in advance if you will not be able to keep your appointment. We will do our best to coordinate another appointment for you, if necessary.

Please note that cancellations within 24 hours of appointment will be charged a fee of \$50.

## PHYSICIAN/PATIENT RELATIONSHIP

Communication is the key to a good relationship with your physician. Don't hesitate to ask your doctor any questions you may have. Your physician may want to discuss the following with you: current problems and symptoms, medical history, allergies, current medications and treatments, personal habits, and recent lifestyle changes.

## PRESCRIPTIONS

Medication refills will be issued only during office hours, except in an emergency, so that we may review the patient's medical record. After hours refills will be handled on an emergency case by case basis only. Refills will be provided for those conditions requiring you to take medication for an extended period of time. Many times your physician will request a checkup to evaluate the patient's progress before refilling the prescription. Please contact your pharmacy at least 5 days before your prescription runs out so that your refill can be processed in time. Under no circumstances we refill medications for patients who were not seen in our office for over a year.

## REFERRALS

We are pleased that you have chosen our office for your care. If you have been referred for imaging such as MRI that might require prior authorization, please give your doctor's office and insurance company at least 48 hours to process the paperwork and obtain authorization.

## FINANCIAL POLICY

Insurance coverage for neurological and related services varies greatly from company to company and policy to policy. We will offer you any information we have available about current reimbursement trends to help you obtain the maximum benefit from your insurance coverage. Many insurance companies/employers, however, do not offer coverage for some of our services. Dr. Cohen is a referral specialist for a variety of HMOs, PPO, and managed care programs. We will bill all covered services to these companies for you, but you will be responsible for any co-pays, deductibles, or non-covered services. You are asked to remit any balance due in full. Our administrative staff will let you know if your services will be submitted by us to your insurance company for payment. If you are in a disadvantage of not having any medical insurance coverage, we will work with you on affordable payment solutions.

Due to the constant changes in health insurance it is your responsibility to know your health coverage. If you should have any questions regarding if a certain procedure is covered, it is to your advantage to call your insurance company and find out exactly what your contract covers. Their customer service representatives will be happy to assist you.

**Check out --** You are asked to stop at the discharge desk and pay for each visit in full at the time of service. For your convenience, we accept MasterCard and Visa.

**Non-Covered Services --** If an option presented to you is not covered by your insurance company, and is an elective procedure, you will be required to make advanced payment for the service. Please contact Chicago Neurological Services for information and fees.

Please be advised that all patients requested paperwork outside of your medical records will be charged a fee of \$40. Your medical records will be provided to you based on IL medical record fee schedule.

**Managed Care (HMO) Patients --** It is ultimately YOUR responsibility to verify that we have the proper authorization on file and it is CURRENT for your care in our practice. Please contact your



Primary Care Physician for referral and continuation of care.

## **EMERGENCIES**

If you have a life-threatening situation, call 911 or go directly to the nearest emergency room.

During business hours, please call Chicago Neurological Services. After hours, your call will be directed to the call center. Non-emergency calls will be returned as soon as possible. Emergency calls will be answered immediately. Please let the staff member answering the phone know if you feel your call is an emergency. Please call the office during normal business hours for all routine medical questions.

Please note that all patient calls with a physician outside of normal business hours will be charged a nominal fee of \$30.

## **CREDIT POLICY**

Payment for services, including applicable co-payments, is due at the time of your visit and will be collected on the day that you see the doctor. We accept cash, checks, Visa, and MasterCard. Unpaid charges are billed to you on a monthly statement and are due upon receipt.

## **STAFF**

We take great pride in our professional staff. Our clinical and administrative staff is eager to assist you and answer any questions you may have. Our employees participate regularly in programs of continuing education to maintain and improve their proficiency and to help your doctor provide the best in medical care.

Thank you for choosing Chicago Neurological Services for your health care needs. We hope this brochure has been helpful in providing basic information about our practice. If you need additional information, any of our staff will be happy to help you. Our goal is to provide you with the highest quality care available.

We are pleased to have you as a patient. We are constantly working on improvements and if there is anything you would like to contribute please let us know. If you liked your experience in our office we will greatly appreciate your evaluation on [www.healthgrades.com](http://www.healthgrades.com), [www.vitals.com](http://www.vitals.com) or [www.yelp.com](http://www.yelp.com).