

Contacting your healthcare team

If you need to speak to someone:

- Call **312.695.0990**, TTY for the hearing impaired, **312.926.6363**.
- A patient service representative will answer your call and send your message to the clinic team.

If you have a non-urgent request:

- Send a message through NM MyChart.
- Non-urgent requests include prescription refills, test results, appointment requests and paperwork requests.

If you have a medical emergency:

- Call 911.
- Emergencies include, but are not limited to, chest pain, shortness of breath and uncontrolled bleeding.

Telephone calls

During clinic hours, Monday through Friday, 8 am to 5 pm:

- Call 312.695.0990 and let the operator know your immediate needs. A message will be sent to your clinic team. If your message is urgent, someone from your care team will be paged.
- Our team sees patients in clinic during the day and may respond to non-urgent calls after clinic hours or the next business day.

After clinic hours, holidays and weekends:

- You have 24/7 access to on-call services by calling **312.695.0990**.
- A call center operator will take your information and page the physician on call, who will call you back.

TTY for the hearing impaired, 312.296.6363.

In a medical emergency, please go directly to your local emergency department or call 911.

NM MyChart messages

NM MyChart is a secure way to manage your health records and communicate with your physician's office in between visits using your computer, smartphone or tablet.

NM MyChart messages are monitored during clinic hours: 8 am to 5 pm, Monday through Friday. Messages are not reviewed after clinic hours, over weekends or on federal holidays. NM MyChart messages may take up to 2 business days to address. If you need assistance that cannot wait, please call 312.695.0990, TTY 312.926.6363.

NM MyChart messages become a permanent part of your medical record. When you select a provider's name, messages are also sent to their associated care team (nurses, physicians, advanced practitioners). Please keep this in mind if you share personal messages unrelated to your care.

Use NM MyChart to:

- Submit prescription refill requests
- Access test results
- View billing statements
- Manage appointments
- View your after visit summary (AVS)
- Pay your bills

Do not use NM MyChart:

- To send an urgent clinical message about symptoms or other time-sensitive subjects: Call 312.695.0990 instead.
- If you need a response outside of clinic hours, over weekends or on holidays.

Charges for NM MyChart messages

You will not be charged for NM MyChart messages that are part of your routine care for the diagnosis your provider is treating you for. Examples include prescription refills, lab and imaging results, or provider-directed follow-up communication from your visit. You may be charged, at the discretion of your provider, for extensive messages requesting medical advice.

Accessing test results in NM MyChart

Once test results are finalized, they are programmed to be released in the time frames listed below.

- Labs: 2 to 3 business days
- Imaging: 7 business days
- For pathology and/or operative reports, you must submit a request directly to the clinic team.

Appointments

Scheduling

Call **312.695.0990** to schedule a lab (blood draw), infusion and/or provider appointment. Please include specific details about the type of appointment you need. Also note: Sometimes you may need to call a different number to schedule specific tests or procedures, as directed by your clinic team and/or scheduling instructions.

We strongly recommend that you schedule future visits before you leave our facility. This will help ensure that appointments will be available for the dates and times you need.

Cancellations and no-show policy

We understand life events and unforeseen circumstances may require you to cancel an appointment. If you need to cancel or reschedule a future appointment:

- Call 312.695.0990 or send an NM MyChart message.
- Contact us at least 24 hours before your appointment so that we may offer the slot to another patient.
- If you have an emergency and must cancel within 24 hours, or if you are running late, call 312.695.0990. (Do not use NM MyChart.) This will help prevent your appointment from being listed as a “no show,” or a missed appointment. Repeated missed appointments without notification and last-minute cancellations may lead to a termination of services from your provider.

Missed chemotherapy appointments

If you miss your chemotherapy appointment it is important that you call and alert your care team as soon as possible to reschedule and/or address any concerns. Please call 312.695.0990 and a care team member will follow up within 1-2 business days.

After visit summary (AVS)

Each visit to the cancer center is summarized in a form that you will receive at the end of your visit. The AVS will include your vital signs and other pertinent health information, your scheduled appointments, a current medication list, active orders and specific patient instructions. Your patient instructions will be created by your care team to remind you of healthcare tasks and to review any patient education that you received during your visit.

Please let any member of your care team know if you do not receive an AVS at the end of your visit and would like a printed copy. You can also access your AVS online through your NM MyChart account.



Lab appointments

Lab appointments for blood and/or specimen collection within the cancer center are scheduled to occur with your provider and treatment appointments. However, you must make these lab appointments separately. The frequency will depend on your specific care plan and will be determined by your care team.

For your convenience, lab work ordered by other Northwestern Medicine providers may be done at the same time, as long as the order is in the system. Please tell the phlebotomist at your lab appointment if your other providers have ordered lab work, so they are not missed.

Lab-only visits

If you only need lab tests and do not need to see your cancer center care team, you may have several options.

- Your care team may provide paper lab orders for you to complete locally at a facility outside of Northwestern Medicine. (Please note, your insurance coverage may impact this decision.)
- As long as the orders are placed by your care team, you may have your blood drawn at any of the following Northwestern Medicine laboratory clinics on the campus of Northwestern Memorial Hospital without an appointment:
 - Arkes Diagnostic Testing Center – Arkes Pavilion, Suite 280
Hours: Monday – Friday, 7:00 am – 7:00 pm
Saturday, 7:30 am – noon
 - Lavin Diagnostic Testing Center – Lavin Pavilion, 17th floor
Hours: Monday – Friday, 8:30 am – 5:00 pm
 - Galter 18 Lab Services – Galter Pavilion, 18th floor
Hours: Monday – Thursday, 7:30 am – 8:00 pm
Friday, 7:30 am – 6:30 pm

Medication

Prescription refills

Please notify your care team at least 72 hours before you run out of your medication. We may not be able to refill your prescriptions the same day as your request.

Please include the medication name, dose, day supply and requested pharmacy.

Ways to request refills:

- Through NM MyChart
- During your office visit
- Via phone at 312.695.0990 (for urgent requests)

Please be aware there may be specific regulatory requirements that apply to out of state requests.

Controlled medications

Certain medications prescribed for pain, anxiety and insomnia are controlled substances regulated and registered through the Illinois Prescription Monitoring Program (IPMP).

To receive these medications, your provider will either e-prescribe your prescription or you may be required to bring a paper copy of the prescription to your pharmacy.

Please notify us at least 1 week in advance of your refill needs for controlled medications. This is critical to help avoid situations where you are left without medication.

Pharmacies at Northwestern Memorial Hospital

Walgreens Pharmacy

A Walgreens pharmacy is conveniently located in Galter Pavilion. This location can fill any non-specialty medications you may require, such as pain medications and anti-nausea medications.

Medication disposal is also available at this Walgreens. This is a safe and convenient way to dispose of unwanted, unused or expired medication at no cost, year-round. (Needles are not accepted at this time.)

Location

Galter Pavilion
201 East Huron Street, Suite 1-210
312.951.1084

Hours

Monday – Friday, 7 am – 8 pm
Saturday and Sunday, 8 am – 4 pm

Specialty Pharmacy

Our on-site pharmacy offers convenient access to your specialized oncology medications. Patient care advocates coordinate billing with your insurance company and complete any necessary prior authorizations. They can also help determine qualifications for financial assistance. Our specialty pharmacists are experts in oncology.

Location

251 East Huron Street, Suite 12-130
312.926.9365

Hours

Monday – Friday, 7 am – 4 pm