Better Health Greater Cleveland

An Alliance for Improved Health Care

A program of the Robert Wood Johnson Foundation's *Aligning Forces for Quality* initiative and other funders.

10 Severence Circle
Cleveland Heights, Ohio 44118
216.524.7377
www.kaiserpermanente.org

Cleveland Heights Medical Center | Kaiser Permanente

Hours and Access	
Office Hours:	M,W,Th 8:30 am - 6:30 pm; T 8 am - 6:30 pm; F 8:30 am - 5 pm
Weekend Hours:	Sa 8:30 am - 12 pm
Same Day Appointments:	Yes
24 Hour Phone RN/MD Care:	Yes
24 Hour Phone Number:	216.524.7377
Urgent Care Available	Yes
Urgent Care Hours	24 hours

Doctors and Services	
Physicians on Staff:	9
Laboratory Services:	Yes
Imaging Services:	Yes
Pharmacy Services:	Yes
Diabetes Education Programs:	Yes
On Bus Line:	Yes
Free Parking:	Yes
Translation Services	Yes
Mail, E-mail or Phone Appt. Reminders:	Yes
Patients Schedule Appt. Online:	Yes
Patient/Doctor E-mail Exchange:	Yes
Electronic Medical Records:	Yes
Patients Can View Electronic Medical Records Online:	Yes
Electronic Prescribing:	Yes
Refer Most Patients to these Hospitals:	Marymount, Parma Community General, Cleveland Clinic
Accept Medicare:	Yes
Accept Medicaid:	No
Accept Uninsured/Self Pay:	Yes – Payment Needed
Sliding Scale Fees Available:	Not Applicable

Better health care – and better health – take team work. Know what you and your doctor can do to improve your health. Talk to your doctor. Ask questions. Our doctors want you to ask questions!

Quick Tips

At Your Visit:

- Bring a list of your questions, with the most important ones first. Give it to your doctor at the beginning of your visit – or ask your questions at the beginning so you won't run out of time.
- Ask questions about what your doctor tells you. If you don't, your doctor may think you understand what she said, when you may not.
- If your doctor gives you a lot of information, ask him to write it down. Then you'll remember what he said when you get home!
- Ask your doctor who you can call after your visit if you have more questions.
- Make your next appointment or schedule any tests your doctor ordered before you leave the office so you don't forget.

After Your Visit:

- Call if your symptoms get worse or you have problems with your medicine.
- If you had tests done, call the doctor's office in a timely way if you haven't received the results.

Adapted from Agency for Healthcare Research and Quality