

Frequently Asked Questions (FAQ)

General Information | Kellogg Cancer Center

Where do I schedule my appointments?

Please call the Kellogg Cancer Center at which you see your physician. You may speak to a Patient Support Associate (PSA) to make doctor or treatment appointments.

Kellogg Location	Phone Number
Evanston Hospital.....	(847) 570-2112
Glenbrook Hospital.....	(847) 503-1000
Highland Park Hospital	(847) 480-3800

Who do I call if I am feeling any side effects from treatment?

If you are experiencing side effects from your treatment, call the Center at which you see your physician. Ask to speak to the collaborative nurse for your doctor. If they are not available, the PSA will send them an electronic message, or the charge nurse will be paged if it is urgent. ***If you are experiencing fever, pain or severe nausea, ask to speak to a nurse immediately.***

Who do I call about billing issues?

Please contact the NorthShore University HealthSystem’s Financial Services Department for questions regarding your statements.

NorthShore Financial Services Department	(847) 570-5000
Patient Financial Advocate	
Evanston Hospital	(847) 570-1825
Glenbrook Hospital	(847) 926-4724
Highland Park Hospital	(847) 926-4724

Do I need a physician referral?

Patients at Kellogg should have a referral from either their primary care physician or a surgeon. Please be sure to check with your insurance company to verify any specific requirements.

How do I find out more about the Kellogg physician my doctor has sent me to?

See the Physician Bios in this binder, or biographical information on Kellogg physicians can be found by visiting our cancer specialties page on northshore.org, selecting a type of cancer, and clicking on “Specialists” in the navigation to the left.

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How does registration work?

Patient registration staff such as the Patient Support Associate (PSA) will assist you by directing you through the Center, making appointments, and providing your medical reports to your doctor. Registration includes recording health insurance information, so please bring your insurance information. If you have medical records at another hospital, please request copies to bring with you.

What number should I call to reach the Kellogg Cancer Center?

The main phone number is (847) 570-2112. This number can be used for any patient need: scheduling or rescheduling appointments, leaving messages for physicians or nurses, or general information about Kellogg. Each location also has a number that you may call for any of the same purposes.

Kellogg Location	Phone Number
Evanston Hospital.....	(847) 570-2112
Glenbrook Hospital.....	(847) 503-1000
Highland Park Hospital	(847) 480-3800

Where do I park when I come to Kellogg?

NorthShore’s Evanston Hospital

Kellogg at NorthShore’s Evanston Hospital is located on the north side of campus with a separate entrance on Ridge Avenue. Parking is validated for Kellogg patient visits and is \$3.50. Valet parking is available at Kellogg’s main entrance at no additional charge on the day of your appointment.

NorthShore’s Glenbrook Hospital

The entrance to Kellogg at NorthShore’s Glenbrook Hospital is at the Landwehr Entrance of the John and Carol Walter Ambulatory Care Center. Parking is complimentary. Valet parking is available.

NorthShore’s Highland Park Hospital

Kellogg at NorthShore’s Highland Park Hospital is located in the Ambulatory Care Center. Parking is complimentary. Valet parking is available.

What if I need help getting around once I get to the hospital?

Upon arriving at each hospital and when needed throughout each visit, caring and helpful transport staff will assist patients in need of wheelchair services.

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Can I get a second opinion from a physician at Kellogg?

Many of our physicians are well known throughout Chicago, the country and even internationally. We are pleased to offer their expertise if you are seeking a second opinion. When calling to make an appointment for a second opinion, please be sure to let our staff know that your visit is for that purpose, so we can be sure that you are fully prepared.

What does my insurance cover?

Every insurance plan is different and the rules can be very confusing. Cancer treatment can involve many different tests, drugs, and both inpatient and outpatient hospital visits. It is very important that you or your family understand what your insurance requires in order to make the billing process less complicated.

Can somebody explain the bills that I've been receiving?

Kellogg Cancer Center offers the unique service of having dedicated financial advocates to help explain your bills. Bills for services and procedures completed at Kellogg come from NorthShore University HealthSystem. These bills will reflect procedures, laboratory tests, pharmacy charges and chemotherapy administration. Reimbursement for these charges varies. We ask that you confirm your coverage with your insurance company, to identifying what services will and will not be covered. For example, some insurance policies do not cover the cost of drugs that are self-administered. Please inform us of any special requests or exclusions made by your insurance plan. You will receive a separate bill from your physician.

You may contact the following phone numbers for billing questions or to make a payment:

NorthShore Financial Services Department.....(847) 570-5000

Patient Financial Advocate

Evanston Hospital(847) 570-1825

Glenbrook Hospital.....(847) 926-4724

Highland Park Hospital.....(847) 926-4724

Visit the billing section of our website at northshore.org to pay a hospital or NorthShore University HealthSystem's Medical Group physician bill online.

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How is Medicare handled?

As a Medicare beneficiary, you may receive more than one bill for a visit that together represents the total cost of the visit. This is because Medicare has designated Kellogg Cancer Center as “Provider-Based” sites of care. This designation recognizes that our practices operate as extensions of our hospitals, meeting rigorous standards for quality care, infection control, patient confidentiality and more, while submitting to periodic, unannounced inspections by state and federal authorities.

While Provider-Based designation is not typical or required of physician practices, we believe this status bears testament to our overriding commitment to superior care and continuous quality improvement. Medicare requires that Provider-Based sites bill patients separately for services provided by physicians (Professional Fees), and for expenses incurred by our practice in providing care (Facility/Technical fees), such as office space, nursing, supplies and the like.

Here are a few important things for you to know about these bills:

- The sum of the bills you will receive reflects the same total charge that is billed to non-Medicare patients.
- One bill will be from your physician for a visit and will note the charge for his/her professional services.
- The second bill will be from the NorthShore University HealthSystem’s Hospital Billing Service and will note the technical charge for use of the physician office, medical supplies, nursing staff, etc. The bill comes from NorthShore’s hospitals as our offices are designated by Medicare as extensions of our hospitals.
- Both bills are subject to Medicare’s deductible and coinsurance. Supplemental insurance benefits you may have, may provide additional coverage. Contact your supplemental insurance company if you have questions about coverage.

Please refer to the phone number listed on your bill for assistance with any additional questions you may have about charges for your care or contact the following:

Medicare (800) 633-4227
NorthShore Financial Services Department (847) 570-5000
NorthShore Medical Group (877) 210-4351

Can patients bring friends or family with them for visits?

We encourage you to bring up to two (2) adult friends or family members for visits to the Kellogg Cancer Center (children under 6 are not allowed). Your loved ones are often very important parts of your support and recovery. Please recognize that due to many of the diseases and treatments, patients frequently have compromised immune systems. We ask that guests are sensitive to possibly exposing patients to additional viruses or other infections. Please see *Visitor Guidelines* in the *Additional Resources* section of this binder for further information.

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Are interpretive services available?

A wide range of communication options based on individual needs are available at no cost to the patient or family. We offer these services to minimize communication barriers when providing comprehensive medical services to sensory impaired and language-limited patients. Please notify a staff member if you are in need of services. For more information, the Concierge Department at each hospital can be contacted:

Evanston Hospital.....	(847) 570-8989
Glenbrook Hospital.....	(847) 657-5603
Highland Park Hospital.....	(847) 480-2882

Do you have health education materials available?

Our Myra Rubenstein Weis Health Resource Center, located at NorthShore’s Highland Park Hospital, provides educational materials and health resource tools to help you stay well informed of medical care options and be proactive in maintaining good health. Contact (847) 480-2727 or email at mrwresource@northshore.org.

How can I learn about my genetic risks for developing breast cancer?

NorthShore helps individuals learn about their inherited risks for breast cancer and provides personalized family tree printouts through an online tool called *MyGenerations*. This resource is available at northshore.org/mygenerations.

Who do I need to inform if I have Advance Directives?

As part of our commitment to individualize each patient’s care, we ask you to tell us of any Advance Directives you may have prepared. It is important for all adults to have considered what they would want done in an emergency. Be sure to discuss these plans with you family members. Give copies of your power of attorney, living will or other advance directives to your Kellogg team. Also, be sure there is a copy on your inpatient record if you are admitted to NorthShore’s Evanston, Glenbrook or Highland Park Hospitals.

Do you have outpatient pharmacies at your hospitals?

Outpatient pharmacies at NorthShore Evanston Hospital, Glenbrook Hospital and Highland Park Hospital provide full service prescription services.

Pharmacy Location	Phone Number
Evanston Hospital.....	(847) 570-2210
Glenbrook Hospital.....	(847) 657-1785
Highland Park Hospital.....	(847) 480-4069

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Are there dining options available for outpatients, family members and visitors?

Each hospital has dining facilities available.

NorthShore's Evanston Hospital offers:

Atrium Market Café

The Atrium Market Café offers a variety of specialty pastas, pizzas, soups, salads and desserts in an elegant Southern Italian setting. The cafe is located north of the Main Entrance Atrium, just past the escalator, and is open from 6 a.m. - 9 p.m. Monday through Friday, and re-opens for night owls from 2:00 a.m. – 4:00 a.m. Monday through Friday. Phone orders for pick-up may be placed by calling (847) 570-1890.

Dining Room

The Employee/Visitor Dining Room is located on the lower level, and is open daily from 6:30 a.m. – 7:00 p.m.

Vending Area

The vending area, open 24 hours a day, is located near the Employee/Visitor Dining Room.

NorthShore's Glenbrook Hospital offers:

Dining Room

The Employee/Visitor dining room located in the basement of the building offers a wide variety of selections and is open for the following meals:

Full-Service Breakfast	6:30 a.m. – 9:15 a.m.
Continental Breakfast	9:15 a.m. – 11:00 a.m.
Lunch	11:00 a.m. – 1:30 p.m.
Snack, Deli & Salad Bar	1:30 a.m. – 5:00 p.m.
Full-Service Dinner	5:00 p.m. – 6:45 p.m.

Vending Area

The vending area, open 24 hours a day, is located adjacent to the Employee/Visitor Dining Room.

The Atrium Café

The café is located on the main level east of the John and Carol Walter Ambulatory Care Center entrance.

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NorthShore's Highland Park Hospital offers:

Dining Room

The Employee/Visitor Dining Room is located on the lower level of the Hospital. Hours of service are:

Full Service Breakfast	6:30 a.m. – 10:00 a.m.
Continental Breakfast	10:00 a.m. – 10:30 a.m.
Lunch	11:00 a.m. – 1:30 p.m.

Park Avenue West Café

Visitors may enjoy sandwiches, snacks and assorted beverages in the Park Avenue West Café, located in the main lobby. The Park Avenue West Café is open Monday through Friday from 6:30 a.m. - 2:30 p.m.

Vending Area

Snacks and beverages are available in the 24-hour vending room located on the lower level next to the Employee/Visitor Dining Room.

Do you have gift shops?

Each hospital maintains a gift shop with a wide variety of gifts, flowers and more.

Gift Shop Location	Phone Number	Hours
Evanston Hospital	(847) 570-2717	M-F: 9 a.m. - 5 p.m. Sat. 10 a.m. - 4 p.m.
Glenbrook Hospital	(847) 657-5623	M-F: 9 a.m. - 5 p.m. Sat. 10 a.m. - 4 p.m.
Highland Park Hospital	(847) 432-8000, ext. 4170	M-F: 9 a.m. - 4:30 p.m. Sat. 9 a.m. - 3:30 p.m.