

WELCOME TO THE GLENBROOK FAMILY CARE CENTER



2050 Pfingsten Road, Suite 200
Glenview, IL 60026
847-657-1820 (phone)

PRACTICE HOURS:

Mon- Thurs 8:00am- 7:00pm
Fri 8:00am- 5:00pm
Sat 9:00am- 12:00pm

DEDICATED WALK-IN HOURS:

Mon-Fri: 8:00am- 9:00am
Mon, Tues, Thurs, Fri 3:30pm- 4:30pm
Sat: 9:00am- 10:00am

SAME DAY APPOINTMENTS

Patients of our office can call and schedule an appointment for the same day for routine and urgent issues.

The Family Care Center is closed on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.



OUR ROLE AS YOUR HEALTHCARE TEAM

In a Patient Centered Medical Home

- » To work together with you in partnership, using shared decision making, to manage your health.
- » To offer responses to ALL your questions and concerns at each appointment.
- » To serve as the quarterback of your healthcare team, coordinating care both inside and outside the practice.
- » To provide culturally appropriate care and a safe environment to talk about confidential concerns

YOUR ROLE AS A PATIENT

In a Patient Centered Medical Home

- » Be an active participant on your healthcare team
- » Write down a list of concerns and questions before your visit.
- » Bring a list of your prescriptions, over-the-counter medications, and supplements.
- » Call us before you go to an Emergency Room or hospital, or at least let us know as soon as possible that you've gone.
- » When you receive medical care elsewhere, make sure to tell that provider the name of your primary care physician. Ask them to share the visit summary with us.
- » Take care of your health

WHAT CAN A PATIENT CENTERED MEDICAL HOME DO FOR YOU?

Provide you with better, more personalized care, because your healthcare team knows you and your health history.

Guide you through the complex healthcare system to help you get the care you need either from us or others.

Offer you better access to care that is coordinated between your doctor, hospitals, and specialists.

Your healthcare team will partner with you to live healthier continuously rather than only reacting to illness and/or injury. A medical home increases your access to care and coordinates your care within our office, hospitals and your specialists.

WHAT IS A FAMILY PHYSICIAN?

Family physicians are primary care doctors for people of all ages and health conditions.

We are your first contact for health concerns, including new signs, symptoms, or health concerns.

We can treat many of your health care needs without referral to another physician, and refer you to a consultant when needed.

We work with you when you are healthy to prevent disease and provide education about healthy lifestyle changes.

SERVICES WE PROVIDE IN OUR OFFICE

- » Adult and child immunizations
- » Acute and chronic disease care
- » Adult and geriatric care
- » In-office procedures
 - Gynecological procedures
 - Minor skin surgeries
 - Contraceptive procedures
- » Language interpretation services
- » Mental health care
- » Obstetric and prenatal care
- » On-site lab and imaging services
- » Sports medicine
- » Urgent care
- » Well-child and infant care
- » Women's healthcare (gynecology)
- » Weight management counseling

BEHAVIORAL HEALTH SERVICES

We routinely assess the need for behavioral health services for our patients. Patients in need of behavioral health services are referred to a community behavioral health provider contracted with their insurance company.

Our primary care physicians manage some behavioral health concerns in consultation with a psychiatrist at the Glenbrook Family Care Center.

WHO ARE THE STAFF ON YOUR TEAM?

Patient Support Assistants (PSAs)

- Greet you and check you in for your appointment
- Schedule appointments for you
- Help you fill out forms, if needed
- Give you forms and prescriptions for pick up
- Process your co-pays
- Call you with outreach phone calls
- Direct your questions to your nurse or doctor

Registered Nurses (RNs) and Licensed Practical Nurses (LPNs)

- Answer your health related questions in person, by phone or NorthShore Connect
- Discuss urgent concerns with you and schedule appointments if needed
- Assess what care you need if you come to the clinic during walk in hours
- Help you obtain prescription refills
- Provide laboratory results
- Schedule intake visits for newly pregnant mothers

Medical Assistants (MAs)

- Your primary contact person during your visits
- Escort you to the exam room
- Take your vitals (heart rate, blood pressure, breathing rate, height, weight)
- Review allergies, medication, and prescription needs
- Review and screen for preventive needs
- Perform various tests and vaccinations, draw blood when needed
- Schedule your procedure appointments

NORTHSHORE CONNECT: CARE ANYTIME

You can schedule an appointment, send an email to your doctor, view your visit instructions and test results, pay bills, and request a refill 24 hours a day using our patient portal: www.nsconnect.org

You can contact the office at 847-657-1820 from 8AM-5PM for urgent and routine matters, and 24/7 for urgent matters. An on-call physician is on call is available to handle emergencies after the office closes that cannot wait until the next business day.

If something delighted or disappointed you during your visit, please contact our Practice Manager at 847-657-1820

GLENBROOK FAMILY CARE CENTER AND NORTHSHORE UNIVERSITY HEALTHSYSTEM

Glenbrook Family Care Center is fully integrated with the NorthShore University HealthSystem. Our patients have access to NorthShore [services and facilities](#) unless insurance coverage requires an out of network Medicaid provider. Please check with our office if you have any questions.



EQUAL ACCESS TO CARE

Glenbrook Family Care Center provides equal access to care to all of our patients regardless of their insurance status. We accept Medicare, Medicaid, and many commercial insurance programs. Below is a link to the website listing [insurances we accept](#).

<http://www.northshore.org/health-care-reform/insurance-plans-we-accept/>

OBTAINING INSURANCE COVERAGE

If you need information about obtaining insurance coverage, please contact NorthShore's Financial Counseling at 847-657-1924.

TRANSFERRING YOUR MEDICAL RECORDS

If you are a new patient to our office, please transfer your medical records from your previous provider. We can provide you with a release form from our office or you can request a form from your previous provider.

If you are currently a patient at our office and need your medical records transferred to another office outside of the NorthShore system, please print and fill out the enclosed form titled "[Authorization for Disclosure of Confidential Information](#)" or [request our records through NorthShore Connect](#).

WHO ARE RESIDENT PHYSICIANS?

- » Family Medicine resident physicians are **doctors**. They have earned a medical degree and are pursuing three additional years of training to become board certified in the specialty of Family Medicine.
- » Resident doctors are primary care physicians. They see patients in the office and are advised by attending physicians.
- » Resident physicians work in teams with nurses, medical assistants, social workers and pharmacists to provide comprehensive care to patients.
- » Resident physicians may be accompanied by medical students learning about Family Medicine.
- » Resident physicians have a limited office schedule because of other hospital responsibilities. If your primary care physician is not available, you can see another doctor on the same team.
- » The primary care physician listed on your insurance card may be an attending physician in our practice. This is due to insurance reasons.

REACH OUT AND READ

When your child sees the doctor for well-child checkups from 6 months to 5 years old, they will receive age-appropriate books. The Reach Out And Read program emphasizes the importance of parents reading aloud with their children. Children who are read to from an early age are more likely to develop a love of reading which can contribute to their success in school.



FACULTY PHYSICIANS

Mark Drexler, MD, Family Medicine

[Physician Finder](#)

Joseph Gibes, MD, Family Medicine

[Physician Finder](#)

Alfred Martin, MD, Family Medicine

[Physician Finder](#)

Deborah Miller, MD, Family Medicine

[Physician Finder](#)

Lauren Oshman, MD, MPH, Family Medicine

[Physician Finder](#)

Pooja Saigal, MD, Family Medicine

[Physician Finder](#)

Miriam Whiteley, MD, Family Medicine

[Physician Finder](#)

Victoria Braund, MD, Geriatrics

[Physician Finder](#)

Thomas Triantafillou, MD, Geriatrics

[Physician Finder](#)

RED TEAM RESIDENT PHYSICIANS

Nicole Bogdanovich, MD, PGY1

Gender: Female

Languages: English, some Spanish and French

Medical School: Ross University School of Medicine.

Damian Hanekom, MD, PGY1

Gender: Male

Languages: English

Medical School: Ross University School of Medicine.

Sarah Stombaugh, MD, PGY2

Gender: Female

Languages: English

Medical School: Creighton University School of
Medicine

Henri Zhuri, MD, PGY2

Gender: Male

Languages: English, Albanian

Medical School: Ross University School of Medicine.

Benjamin Sanfilippo-Cohn, MD, PGY3

Gender: Male

Languages: English

Medical School: Ross University School of Medicine.

May Soliz, MD, PGY3

Gender: Female

Languages: English, Burmese

Medical School: University of Illinois, School of
Medicine.

GREEN TEAM RESIDENT PHYSICIANS

Tamera Akarah, MD, PGY1

Gender: Female

Languages: English

Medical School: Ross University School of Medicine.

Morgan Santhamoorthy, MD, PGY1

Gender: Male

Languages: English, Tamil, some Spanish

Medical School: Ross University School of Medicine.

Katie Longo, MD, PGY2

Gender: Female

Languages: English

Medical School: Ross University School of Medicine.

William Ward, MD, PGY2

Gender: Male

Languages: English

Medical School: Ross University School of Medicine.

Lisa Moore, MD, PGY3

Gender: Female

Languages: English, Spanish

Medical School: Loyola University, Stritch School of Medicine.

Miral Patel, MD, PGY3

Gender: Female

Languages: English, Hindi, Gujarati, Spanish

Medical School: Ross University School of Medicine.

BLUE TEAM RESIDENT PHYSICIANS

Sarada Abraham, MD, PGY1

Gender: Female

Languages: English

Medical School: University of Rochester, School of Medicine and Dentistry

Kristina Sharma, MD, PGY1

Gender: Female

Languages: English, Hindi, Gujarati

Medical School: Ross University School of Medicine.

Meera Sharma, MD, PGY2

Gender: Female

Languages: English, Hindi

Medical School: Ross University School of Medicine.

Anne Viollet, MD, PGY2

Gender: Female

Languages: English

Medical School: University of Chicago, Pritzker School of Medicine.

Sarah Horowitz, MD, PGY3

Gender: Female

Languages: English, some Spanish
Medical School: University of Wisconsin School of Medicine and Public Health

Stephanie Tetreault, MD, PGY3

Gender: Female

Languages: English

Medical School: Ross University School of Medicine.