Service Offerings:

- Pulmonary and Critical Care of adults 16 years of age and older.
- Our physicians are all board certified Pulmonary and Critical Care specialists and specialize in Asthma, Autoimmune Lung Disease, Emphysema, Embolic Disease, Early Lung Cancer Detection, Interstitial Lung Disease, Pulmonary Hypertension, and Sarcoidosis.

Service Standards:

- Our goal is to provide comprehensive evaluation and treatment of patients with pulmonary related problems. We are board-certified specialists in Internal Medicine, and Pulmonary and Critical Care Medicine.
- We make every effort to review test results as soon as they are available and communicate both by phone and via a letter.
- Complex test results may take up to several weeks as they are sent to an outside lab.

Office Hours: Monday-Friday 8:30-5:00PM
Manage Your Healthcare with NorthShoreConnect

Accessing your health information has never been easier. NorthShoreConnect allows you to schedule appointments, ask questions, and communicate with your physician through secure email messaging from your home computer. You can also use this patient portal to view your health records, pay and review medical bills, renew prescriptions, view test results, and much more. To sign up, go to NorthShoreConnect.org and follow the prompts.

Renewing Your Prescriptions

To assure the continuity of your medications, we ask that you plan ahead for prescription refills. Prescription renewals that do not require assessment of your condition as a prerequisite for renewal will be processed within 48 business hours of the request. If you need to be seen by a physician or require clinical testing prior to a renewal, please contact our office to schedule an appointment.

Responding to Your Phone Calls

Our physicians and practice team members know how important it is that your phone calls be returned promptly. To accommodate your expectations, we have set up the following system:

- Our receptionists will ask you general questions to determine the urgency of your need, and to triage your call appropriately.
- Urgent calls will be responded to as quickly as possible.
- Non-urgent calls will be logged directly into an email-alert system for the nurse or physician. Our receptionists will inform you of an estimated call-back time. Every effort will be made to return non-urgent calls the same day or no later than the same time on the next business day.

Information Anytime You Need It

Our website, northshore.org/mg, is where you can always find complete information about our physicians, services offered, locations, office hours, and much more.

We Care About Your Feedback

If you’re pleased with the services you’ve received, please tell a friend. If your expectations have not been met, please contact us. We will do all we can to set things right. Please:

- Fill out a comment card and drop it in the box located in the lobby.
- Call the Concierge Services office at (224) 364-4968.
- Provide your confidential feedback should you be called by our research partner, PRC.