

COMPARISON OF ACCESS TO PATIENT SERVICES AT FHN



	FHN Primary Care	FHN Community Healthcare Center	FHN Now Virtual Visits	FHN/Physicians Immediate Care Urgent Care	FHN Memorial Hospital Emergency Room
Contact info	<ul style="list-style-type: none"> Your primary care provider or 1-877-6000-FHN (1-877-600-0346) ext. 965 if you don't already have a primary care provider – you'll have an appointment before you hang up the phone Locations and appointment hours vary For more, see www.fhn.org/locationsMain.asp	<ul style="list-style-type: none"> 10 W. Linden Street, Freeport (same building as the Stephenson County Health Department) 815-599-8414 For more, see www.fhn.org/locations.asp?id=24	Access FHN Now from your phone, smart phone, tablet, or desktop by signing up using one of the following methods: <ul style="list-style-type: none"> Download the FHN Now app from the iOS App Store or Google Play and follow the signup instructions Click on FHN Now in the upper right-hand at www.FHN.org to go directly to the FHN Now webpage Visit MDLIVE.com/FHNnow and click "Join now" at the top right corner of the page Call 1-800-400-MDLIVE (6354) and choose Option #1 	<ul style="list-style-type: none"> 1009 Fairway Dr., Freeport 815-986-4200 Find more, check wait times, and reserve a visit time at https://physiciansimmediatecare.com/clinic/freeport/ 	<ul style="list-style-type: none"> 1045 West Stephenson Street, Freeport 815-599-6000 For more, see www.fhn.org/specialtyCare.asp?id=17
Services offered	Quick summary: full primary care services and treatment for illnesses and injuries for all ages newborn to senior, quick appointments for non-life-threatening situations generally available within one or two days (call your provider for specifics). For more, see www.fhn.org/locationsMain.asp	Quick summary: full primary care services for non-life-threatening illnesses and injuries, all ages, by appointment (no walk-ins, although appointments can often be scheduled the same day you call). For more, see www.fhn.org/locations.asp?id=24	Quick summary: non-emergency illnesses and injuries such as sinus and ear infections, colds and flu, sore throats, upper respiratory infections, ear problems, pink eye, nausea, allergies, etc.; also dermatology for conditions such as eczema, rashes, warts, cold sores, etc. <ul style="list-style-type: none"> Multiple language support Cannot be used to treat children with urinary symptoms Children under 36 months with fever MUST be referred to their pediatrician, urgent care center or emergency room. For more, see www.fhn.org	Quick summary: non-life-threatening injuries and illnesses, emergent sutures, enhanced x-rays, diagnostics and lab work, setting/casting broken bones/dislocations, audiograms, EKGs, spirometry, more extensive immunizations/physical exams, occupational medicine services for work-related injuries, drug and alcohol testing, and a variety of work-related physical examinations. For more, see page 6 at www.fhn.org/docs/Insight_V8_5_2017.pdf	Quick summary: full hospital capability, including diagnosis and emergency treatment for victims of accidents or other forms of trauma as well as treatment of various medical problems requiring immediate attention. Can also transfer patients to other hospitals/specialty institutions as needed.
Onsite providers/staff	<ul style="list-style-type: none"> Primary care – Family Medicine Physicians and Nurse Practitioners Physician Assistants (PA) Certified Medical Assistants (CMA) Nurses Patient Service Representatives (PSR) 	<ul style="list-style-type: none"> Primary care – Family Medicine Physicians and Nurse Practitioners Patient Service Representatives 	Onsite/online providers: <ul style="list-style-type: none"> Physicians (Internal Medicine, Family Medicine, Emergency Medicine) Care notes forwarded to your FHN provider for inclusion in your medical records Prescriptions can be forwarded to the area pharmacy of your choice 	PIC does not promote themselves as an option for primary care; they employ <ul style="list-style-type: none"> Physicians Physician assistants Nurse Practitioners Radiologic technologists Patient care technologists (CMAs) Patient care coordinators (PSRs) 	Full medical staff and specialty services <ul style="list-style-type: none"> Physicians/Advanced Practice Providers (APP) such as Nurse Practitioners and Physician Assistants Certified Medical Assistants Nurses Emergency Room Technicians
Hours	Most primary care offices are open extended hours before and after the traditional workday, and many also offer appointments on Saturdays – call your provider for specifics	<ul style="list-style-type: none"> Monday 8:30 a.m. – 5:30 p.m. Tuesday – Friday 8:30 a.m. – 4:30 p.m. 	<ul style="list-style-type: none"> 24 hours a day 7 days a week 365 days a year 	<ul style="list-style-type: none"> Monday–Friday 8 a.m. – 8 p.m. Sat/Sun – 8 a.m. – 4 p.m. Holidays 8 a.m. – 4 p.m. except for Christmas and Thanksgiving (refer to website for specific holiday hours) 	<ul style="list-style-type: none"> 24 hours a day 7 days a week 365 days a year
How do I make an appointment?	Schedule through your primary care provider – if you don't have one, call 1-877-6000-FHN (1-877-600-0346) ext 965 and you'll have an appointment before you hang up the phone	Call 815-599-8414	<ul style="list-style-type: none"> Just log in and set it up! Service is immediate or can be scheduled for a specific date and time You can make the call, or ask FHN Now to call you 	<ul style="list-style-type: none"> Can reserve a time online Can also check online for wait times https://physiciansimmediatecare.com/clinic/freeport/ Walk-ins 	Walk-ins only – no appointments made
Average cost/visit, not including lab work, x-rays, or other services (varies, depending on reason for visit)	\$69 minimum (may not apply with some insurance plans, Medicare, and/or Medicaid)	\$30 minimum (may not apply with some insurance plans, Medicare, and/or Medicaid)	<ul style="list-style-type: none"> \$59 Lab work, x-rays and other services requiring in-person visits are not available through FHN Now; please see your FHN provider or visit FHN/Physicians Immediate Care Urgent Care 	\$155-280	\$300 minimum
Payment	<ul style="list-style-type: none"> Most insurance Medicare Medicaid, including Medicaid Managed Care Meridian Health Plans of Illinois Self-pay Cash, check, credit cards Visit co-pay may be required at time of visit, based on your insurance (check with your insurer or your primary care provider's office) Can pay balances online 		<ul style="list-style-type: none"> Virtual visit payment of \$59 must be made at time of visit by credit card, debit card, or checking account transfer This is a fee-for-service health service so no insurance can be processed through the FHN Now service; check with your insurance provider to see if the fee is reimbursable. The fee may qualify for reimbursement from HSA or FSA funds; check with your HSA/FSA provider for details. 	<ul style="list-style-type: none"> Most insurance (co-pays that may be required by your insurance carrier are due the day of your visit) Medicare Medicaid, including Medicaid Managed Care Meridian Health Plans of Illinois For uninsured/self-pay, payment in full required at the time of service; visit prices begin at \$155 in Illinois Cash, check, credit cards Can pay balances, if any, online following any payments required the day of your visit Self-pay 	<ul style="list-style-type: none"> Most insurance Medicare Medicaid, including Medicaid Managed Care Meridian Health Plans of Illinois Self-pay Cash, check, credit cards Can pay online

* ACTIN Care Groups, Aetna, Align Networks, Ambetter, AmeriPlan, BlueCross BlueShield, Cigna, CorVel, Coventry Health Care, First Health Network, HealthLink, Health Alliance Medical Plans, HFN (Healthcare's Finest Network), Humana, IlliniCare, Medicare, MediIncrease Health Plans, MedRisk, My Community Care, NIHP, OSF HealthCare (Rockford Area), SmartCare, SmartHealth, Swedish American Health Alliance Network/Staffcorp (Rockford Area), The Alliance, Three Rivers Provider Network, TRICARE Standard, United Healthcare