

Before and After Your Visit

Thank you for choosing The University of Kansas Health System. It's our goal to provide you with outstanding medical care. This overview will help you prepare for your next appointment and communicate with us following your visit.

Before your visit

Check your insurance coverage

- Before scheduling an appointment, check your coverage to confirm it includes our services.
- If the health system is not a participating provider, you may still be able to receive treatment here. Your insurance company may help with authorization.
- Find questions to ask your insurance company at kansashealthsystem.com/insurance.

Confirm your appointment

- We will remind you of your appointment a few times by phone, text or email. Ensure you opt in to text messages to easily confirm or cancel appointments and access more information about your appointment.
- If you need to cancel or reschedule, contact your clinic 24 hours before your appointment time.
- If you're running late, call your provider's office.
- Bad weather on your visit day? Symptoms of COVID-19 or flu? Consider changing your appointment to telehealth.

Review latest policies

- Visit kansashealthsystem.com/update for the latest on mask policies, visitor guidelines, parking and entrances and more.

Sign up for MyChart

- Our MyChart patient portal is a useful resource for managing your health. Sign up through the email we'll send you, by asking your care team or by using the code in your after-visit summary.

- Need MyChart assistance? Email mychart@kumc.edu or call 913-588-4040.

Bring these items along

- Photo ID
- Insurance card
- Payment for any copays or balances

Get help with parking and directions

- Find online driving and parking directions at kansashealthsystem.com/locations.
- Get driving directions by phone at 913-588-5555 or email parkingservicesfeedback@kumc.edu.

Request interpreter services

- To request an interpreter, call your clinic or send a MyChart message before your visit.
- We offer interpreter services in 150 languages, including American Sign Language.

Tobacco use policy

- By state law, tobacco use of any kind is not allowed inside our buildings, in parking garages or on sidewalks around our buildings.

After your visit

Communicating with us

- MyChart allows you to use your mobile device or computer to communicate with your care team, see your lab results and review the provider's notes and after-visit summary. Use the messaging feature to send follow-up questions or request prescription refills. You can expect a response within 1 business day. For more urgent matters, call your provider's office directly. You can also use MyChart to self-schedule follow-up care for a number of specialties.
- The University of Kansas Health System protects your medical information. See the official privacy notice at kansashealthsystem.com/privacy-policy.

- To make an appointment, call 913-588-1227 or, in MyChart, go to Visits and Schedule an Appointment. Many visits can be done by telehealth. Ask our schedulers about telehealth options or learn more at [kansashealthsystem.com/telehealth](https://www.kansashealthsystem.com/telehealth).

Review key information about your visit

- Read the providers' notes about your visit in MyChart.
- Review your after-visit summary in MyChart.
- See medication changes and after-visit instructions.

Let us know about your experience

- You may be invited to fill out a survey about your experience.
- The survey is voluntary and takes only about 10 minutes.

Paying your bill

- View your bills and make payments online in MyChart. You also can authorize your copay payment in advance of your visit.
- Pay by phone by calling 913-588-5820 or 877-287-6268. We're available 8:30 a.m.-4:30 p.m., Monday-Friday.
- Pay by mail at:
The University of Kansas Health System
P.O. Box 955801
St. Louis, MO 63195-5801
- Pay in person in Admissions, across from the information desk at the main campus:
4000 Cambridge St.
Kansas City, KS 66160
Available 8:30 a.m.-4:30 p.m., Monday-Friday.

Plan for care and learn about financial assistance

For a wide variety of healthcare needs, you can obtain cost estimates in advance. In MyChart, go to Billing and choose Estimates. No MyChart account? On the MyChart login screen, choose Estimates as a Guest.

Our financial assistance guideline is the federal poverty level scale for family income. This allows us to provide discounts to the most deserving and help the underinsured.

We also can help you establish a payment plan and obtain any benefits for which you may qualify.

For more information, visit [kansashealthsystem.com/financialassistance](https://www.kansashealthsystem.com/financialassistance) or contact our financial counseling department at 913-588-7850.

Other services

- Rely on urgent care services when you need care quickly, but don't require emergency care. Visit [kansashealthsystem.com/urgentcare](https://www.kansashealthsystem.com/urgentcare) for details on locations, hours and wait times and alert us that you're on your way. You can also set up an Urgent Care Video Visit to receive urgent care from the comfort of home. In MyChart, choose Urgent Care Video Visit.
- We provide the highest level of emergency care for adult and pediatric trauma, burns and other serious emergencies. The Emergency Department is located at the main hospital at 4000 Cambridge St., Kansas City, KS 66160.
- We offer convenient walk-in laboratory services in Kansas City and across greater Kansas. For locations, hours and additional information, visit [kansashealthsystem.com/lab](https://www.kansashealthsystem.com/lab), call 866-358-5227 (LABS) or email customercare@kumc.edu.
- It's easier than ever to get your prescriptions filled at our pharmacies, including with free delivery to your home. Our team also provides expert advice on medications. Find locations and refill instructions at [kansashealthsystem.com/pharmacy](https://www.kansashealthsystem.com/pharmacy). You may be able to request refills in MyChart. Go to Health and Medications to see your options.
- You'll find the most advanced technology and skills at our imaging locations across the area. Visit [kansashealthsystem.com/imaging](https://www.kansashealthsystem.com/imaging).

Review our patient, family and visitor guides at [kansashealthsystem.com/patient-visitor](https://www.kansashealthsystem.com/patient-visitor) to learn about:

- Comfort and travel, concierge services
- Resource centers
- Second opinion service
- Patient relations
- Medical records
- Advanced care planning
- Spiritual care