

# 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](https://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](https://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](mailto: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](https://kansashealthsystem.com/locations).
- Get driving directions by phone at 913-588-5555 or email [parkingservicesfeedback@kumc.edu](mailto: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](https://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](mailto: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

# Choose the Right Care Setting

## Routine, urgent and emergency care options

At The University of Kansas Health System we offer all care settings for routine, urgent and emergency care needs. Consider your condition, when you need the care, cost and more to help you choose the right care setting.

### Primary care - \$

Partner with an internal medicine, family medicine or pediatric specialist for ongoing healthcare and most urgent care needs, such as:

- Checkups and physicals
- Common illnesses
- Flu shots and other vaccines
- Skin conditions
- Uncontrolled blood pressure
- Health advice
- Medication refills or changes
- Referrals to specialists
- Routine tests
- Your regular medical concerns

Learn more at [kansashealthsystem.com/primarycare](https://kansashealthsystem.com/primarycare), call 913-588-1227 or contact your care team directly.

### Survey-based e-visits - \$

Submit a survey-based e-visit to obtain an online diagnosis and treatment plan for:

- Back pain
- Birth control
- Coughs
- Diarrhea
- Headache
- Heartburn
- Rash
- Red eye
- Sinus problems
- Urinary problems
- Vaginal discharge

Established internal medicine or family medicine patients ages 18 and older can access this feature in MyChart. Learn more at [kansashealthsystem.com/mychart](https://kansashealthsystem.com/mychart) or call 913-588-4040.

### Urgent care - \$\$

Seek out urgent care when you need treatment quickly, but your provider is not available.

- Allergic reactions
- Animal or insect bites
- Acute back pain or injury
- Asthma
- Bad colds or flu
- Cuts requiring stitches
- Earaches
- Eye infections or irritations
- Mild fevers
- Minor burns
- Nausea, vomiting and diarrhea
- Rashes
- Sore throats
- Sprains or strains
- Suspected broken bones (X-rays)
- Urinary problems

Learn more about urgent care at [kansashealthsystem.com/urgentcare](https://kansashealthsystem.com/urgentcare) or call 913-574-2273 (CARE).

### Emergency room - \$\$\$

Call 911 or go to the emergency room for serious life- or limb-threatening conditions like:

- Suspected broken bones
- Coughing or vomiting blood
- Chest pain
- Difficulty speaking
- Head or eye injuries
- Dehydration
- Poisoning or overdoses
- Severe stomach pain
- Signs of a stroke: numbing or weakness of limbs, facial drooping, difficulty speaking
- Shortness of breath
- Urgent lab tests
- Sudden loss of consciousness
- Uncontrolled bleeding

### Choose your care setting

Self-schedule your next visit in MyChart, call 913-588-1227, or contact your care team directly. In-person and virtual appointments are available. Learn more at [kansashealthsystem.com](https://kansashealthsystem.com).



# Patient-Centered Medical Home

## Complete, proactive care

As a patient-centered medical home, we build strong patient-provider relationships and deliver complete care. We focus on replacing reactive care based upon illness with proactive care to promote health and wellness. We want to develop a long-term, healing relationship with each of our patients.

### Our responsibilities to each patient

- Coordinate care across care settings
- Address questions and concerns
- Communicate treatment goals and options
- Develop treatment plans together
- Provide proven care
- Offer information about classes, support groups and other resources

### Patient responsibilities

- Take an active role in care by asking questions and describing needs
- Provide a complete medical history
- Inform us of care received elsewhere, such as a hospital admission or emergency department visit
- Follow the care plan
- Participate in self-care activities
- Provide feedback about health and wellness

### A dedicated care team

We take a proactive approach to wellness, including:

- Schedule and complete needed labs or tests and inform all providers
- Work with other specialists to manage care
- Proactively schedule preventive screenings and exams
- Follow up on hospital admissions or emergency room visits and help schedule follow-up care
- Offer support from social workers, dietitians and other care team members

- Provide education and community resources to self-manage care
- Offer long-term care management for complex or chronic conditions and coordinate involved providers

### Connecting with your care team

For your convenience, we provide options for contacting us.

- Visit us in the office or by telehealth
- Request a same-day appointment or obtain urgent care in person or by telehealth
- Self-schedule appointments in MyChart, our patient portal
- Reach us 24/7 through after-hours on-call providers or secure messaging in MyChart
- View medical information in MyChart

### For more information

Patients: **913-588-1227** | 844-323-1227

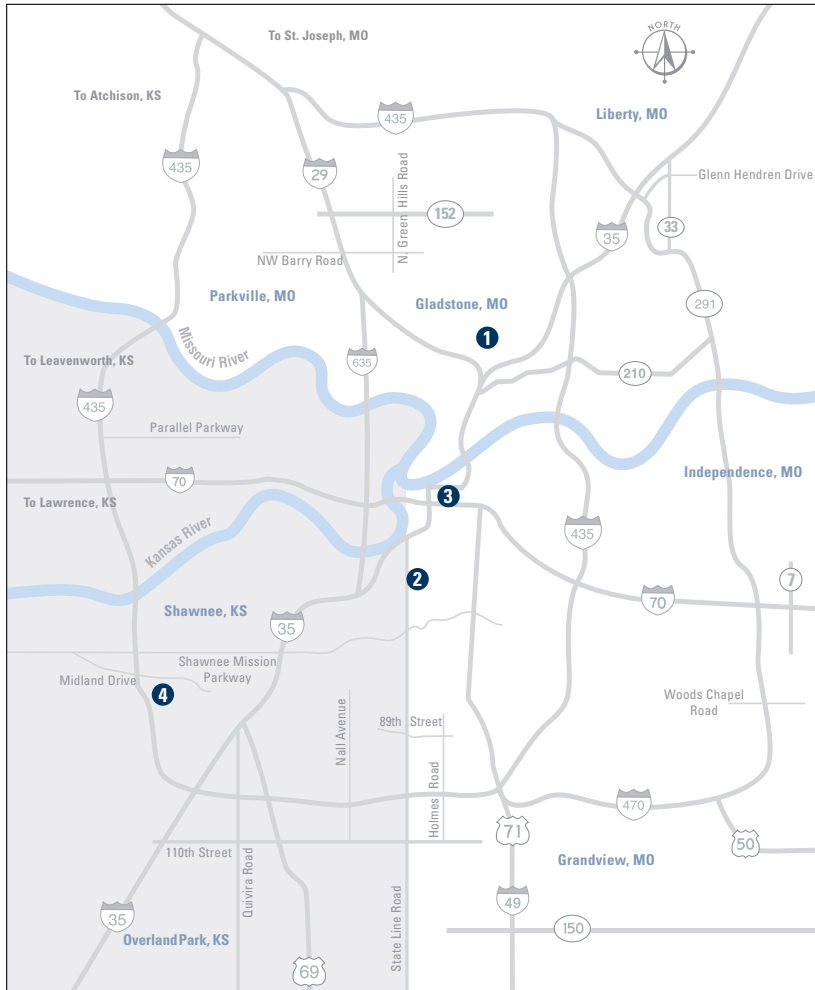
Physicians: **913-588-5862** | 877-588-5862

[kansashealthsystem.com/primarycare](http://kansashealthsystem.com/primarycare)



# Urgent Care

Multiple locations and telehealth option to serve you



## Urgent care video visit

You can see an urgent care provider by telehealth. Log in to MyChart and choose Urgent Care Video Visit to begin the process.

Don't have a MyChart account? Go to [mychart.kansashealthsystem.com](https://mychart.kansashealthsystem.com) and choose Sign Up Now.

## For more information

Visit [kansashealthsystem.com/urgentcare](https://kansashealthsystem.com/urgentcare) for more details. You'll find maps, hours and wait times for our physical locations (open daily except Christmas Day) as well as a link to "get in line" for an urgent care video visit.

Need assistance? Call **913-574-2273 (CARE)**.

## Gladstone

- 1 Creekwood Family Care  
6420 N. Prospect Ave.  
Gladstone, MO 64119  
Weekdays, 5-9 p.m.  
Weekends, 8 a.m.-4 p.m.

## Kansas City, Kansas

- 2 Medical Pavilion  
2000 Olathe Blvd., Level 1, Suite D  
Kansas City, KS 66160  
Weekdays, 7 a.m.-9 p.m.  
Weekends, 8 a.m.-4 p.m.

## Kansas City, Missouri

- 3 T-Mobile Center  
1403 Grand Blvd.  
Kansas City, MO 64106  
Weekdays, 8 a.m.-5 p.m.

## Shawnee

- 4 KU MedWest  
7405 Renner Road  
Pod D  
Shawnee, KS 66217  
Weekdays, 8 a.m.-9 p.m.  
Weekends, 8 a.m.-4 p.m.

Urgent care is available every day but Christmas Day. Call 913-574-2273 (CARE) for holiday hours.