Phone Calls/Medication Refills

Urgent phone calls will be returned within 24 hours. If you have an urgent need for your healthcare provider after business hours, please call the physician exchange at 217-222-2088. For medication refills, please call your pharmacy directly. The pharmacy will contact our staff to ensure correct dispensing of medication. Allow two business days for refills to be completed.

Charges

Charges are based on industry standards. We review our charges no less than annually. Some of the factors that influence the cost of care include time spent, complexity, cost of materials and cost of technology.

Financial Waiver

You may be asked to sign a financial waiver stating that you agree to pay for expenses that may not be covered by your insurance.

Payment Arrangements

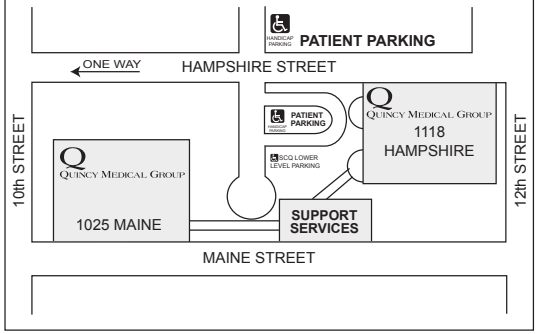
As a courtesy to you, we will submit your charges to your insurance carrier. Self-pay patients will be asked for payment at the time of service, and may qualify for a 20% prompt pay discount. All balances billed to you are payable within 20 days of the receipt of your first statement.

Patient Service Representatives are available to arrange plans for convenient payments. They can also provide information on various programs that may offer assistance. To speak with a counselor, call the Patient Services Department Monday-Friday 8:00 am- 5:00 pm at (217) 222-6550, ext. 3444.

Accepted Payment Methods

- American Express
- Cash or Personal Check
- CareCredit
- Debit Card
- Discover
- Online Payments - www.quincymedgroup.com
- Visa/MasterCard

CAMPUS MAP



Quincy Medical is one of the leading multi-specialty group practices in the United States. It is a physician owned group comprised of over 140 physicians, physicians assistants and nurse practitioners in 27 medical and surgical specialties. The group founded in 1937 is proud of the quality healthcare services available to over 300,000 people in the tri-states.

Quincy:

1025 Maine
Quincy, IL 62301
217-222-6550

1118 Hampshire
Quincy, IL 62301
217-222-6550

Barry
868 Mortimer
Barry, IL 62312
217-335-2343

Canton
1100 East Outer Road
South, Suite 4
Canton, MO 63435
573-288-5949

Hamilton/Warsaw
1102 N. County Rd. 700
Warsaw, IL 62379
217-256-4100

HQ Eyes
100 Medical Dr .
Hannibal, MO 63401
573-231-3861

LaBelle
1000 Central Street
LaBelle, MO 63447
660-462-3266

Lewistown
105 East Quincy
Lewistown, MO 63452
573-215-2715

Mt. Sterling
521 East Main
Mt. Sterling, IL 62353
217-773-3963

Palmyra
6996 County Rd. 326
Palmyra, MO 63461
573-769-3710

Pittsfield
320. N. Madison
Pittsfield, IL 62363
217-285-9601
217-285-9661

Pleasant Hill
405 East State
Pleasant Hill, IL 62306
217-734-2545

Riverside Dermatology
163 Medical Drive
Hannibal, MO 63401
Phone (573) 248-3900

Winchester
231 W. Cherry
Winchester, IL 62694
217-742-3117

Quincy Medical Group

TRI-STATES LEADING HEALTHCARE PROVIDER

Helpful Patient Information

Quincy Medical Group
1025 Maine St. • Quincy, IL 62301
www.quincymedgroup.com

Quincy Medical Group

www.quincymedgroup.com

Quincy Medical Group is committed to high quality, compassionate care for all patients. Our goal is to provide comfort, convenience, and satisfaction as well as the very best medical care to all our patients. We want to meet or exceed your expectations in every way.

Our Healthcare Partnership With You

As a valued patient of Quincy Medical Group, you have the right to:

1. Obtain prompt assistance if you have concerns regarding your care or service.
2. Count on absolute confidentiality about your healthcare, whether you contact us in person, by phone or in writing.
3. Receive guidance and assistance in selecting healthcare providers and services to meet your needs and preferences.
4. Address your concerns with your healthcare provider about any testing or treatment.
5. Receive as much information as you may need in order to give or refuse consent of a planned procedure or treatment.
6. Ask for a second opinion about any treatment. If your insurance does not cover second opinions, you may be responsible for payment.
7. Ask us to furnish all relevant information and to expedite referrals, should you be referred to another provider.
8. Receive prompt assistance in matters concerning your financial responsibility to Quincy Medical Group.
9. Ask questions, make suggestions, or voice concerns about service, or quality of care by contacting the Quality Management (217-222-6550, ext. 6673) or Patient Services (217-222-6550, ext. 3444) Departments.

As a valued patient of Quincy Medical Group, we ask that you:

1. Provide full information about your illness or problem to allow proper evaluation and treatment.
2. Show courtesy and respect to QMG staff.
3. Please cancel or re-schedule appointments as far in advance as possible so that the time may be given to someone else.
4. Communicate with your healthcare provider if your condition worsens or does not follow the expected course.
5. Participate actively in decisions about your care and treatment.
6. Respect other patient's privacy.
7. Provide accurate and complete information about your family's health insurance plan.
8. Pay your bills in a timely manner.
9. Assist QMG in maintaining a smoke-free campus.

Choosing a Primary Care Provider

Some insurance plans require you to choose a primary care provider such as an Internist, Pediatrician, Family Physician, Obstetrician or Gynecologist. The Primary Care Access Line, (217) 222-6550, ext. 3325, will provide you with information to help you choose a provider. You may also visit us on the web at: http://www.quincymedgroup.com/PhySearch/

Appointments

We make every effort to accommodate your needs when scheduling your appointment. If during your visit, your healthcare provider determines that more time is needed, or other services are required, we may request that you return at a later time. This will not only ensure that appropriate attention is given to your health care needs, but it will also allow other patients to be seen on schedule.

- If you cannot keep your appointment or if you will arrive late, please call us immediately.
- Please present your insurance card at each visit. It is the patient's responsibility to understand their insurance coverage.
- Co-payments are due at the time of service. Non-urgent appointments may need to be rescheduled if co-payment is not made.

Accepted Insurance

Quincy Medical Group accepts most standard insurance plans. We are pleased to announce we are in-network providers for the following plans:

- Coventry
- First Health
- Coventry Advantra Medicare Advantage
- GHP
- Health Alliance
- Healthlink
- Humana
- Humana Medicare Advantage
- Illinois Blue Cross Blue Shield
- Medicare
- Meridian
- Personal Care
- Private Healthcare Systems (PHCS)
- Tricare
- United Healthcare
- Cigna

Site of service may determine specific coverage; please call the Patient Services Department (217) 222-6550, ext. 3444 with any questions.

Referrals to Medical Specialists

If you wish to see a Medical Specialist, your plan may first require a referral from a primary care provider. Our medical staff will work with you and your provider to ensure your special needs are met.

MyUnityPoint

Manage your health online, anytime.
Special features:

- Communitcate with your doctor
- Request prescription refills
- Access your test results
- Manage your appointments.

Visit www.QuincyMedGroup.com to learn more about the site and access your information.