



Oleh R. Terleckyj, M.D.
Viking Medical Group, LLP
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773-275-5558
Answering Service (773) 907-1027

APPOINTMENT HOURS:

| | | | | | |
|------|-----------------|-------|----------------------------|-----|-----------|
| Mon | No office hours | Wed | 10 – 11:30am & 1:30-6:00pm | Fri | 10 – 5pm |
| Tues | 10 – 5pm | Thurs | 8 – 11:30am & 1:30-2:30pm | Sat | 8-12 noon |

Although the office personnel are available starting at 9:15am Mon. thru Fri. and at 8:15 am on Saturday, the phone is answered by the answering service until 9:15 am on week days and until 8:15 am on Saturdays. The office closes for lunch everyday. Lunch time is 11:30am until 1:00pm except on Saturdays.

Appointments are scheduled for the above hours. If you are unable to keep your appointment, let us know as soon as possible. Although the answering service does not make appointments, they will take a message for a cancellation.

CONTACTING THE DOCTOR:

Any **URGENT** problems arising after office hours will be relayed to Dr. Terleckyj by the answering service. During office hours, Dr. Terleckyj will take calls as they come into the office. The answering service will take calls once the office is closed. The nurse can help you with some of your medical needs. She does not interpret lab results.

TEST RESULTS:

Patients are to call, two to three working days after any test is taken, to discuss the results with Dr. Terleckyj. Please consult the appointment hours above to know when to call. Because we assume you to be responsible for your health, we expect you to contact us for your results. **WE DO NOT** routinely call patients with their results, so do not assume that your tests were normal because you did not hear from the doctor.

INSURANCE AND PAYMENTS:

If your insurance plan requires your to pay a co-payment for your visit, we expect that to be paid at the time of your visit. We accept cash, checks and credit cards (Master and Visa).

If you have more than one insurance and your primary is **not** Medicare, we will submit a claim to your primary insurance and you will be responsible to submit to your secondary insurance. If Medicare is your primary insurance, we will accept assignment and submit to both Medicare and your secondary insurance (if you have one).

If you have an insurance plan that requires referrals for testing and visits to a specialist **YOU ARE EXPECTED** to alert us to this fact **EACH AND EVERY TIME** this is required. It is your insurance and your responsibility. Do not expect the office personnel to know all of your insurance's peculiarities.

PARKING:

Parking is available in the hospital garage. The entrance is on California, just south of our office. If you park on the 3rd level you can walk across the bridge to enter our building. We are located on the 4th floor.