

# OSF and Streator

## Frequently Asked Questions

### 1. How do I schedule an appointment?

For OSF Center of Health Streator, call (815) 673-2311.

For OSF Medical Group at Center for Health – Streator, call (815) 672-4587

For Wenona (Dr. Susan Pavlick), call (815) 853-4402

For OSF PromptCare/Primary Care – Ottawa, call (815) 431-9208

HeartCare Midwest – Streator, call (815) 672-8741.

### 2. Who do I contact with billing questions?

Call (855) 829-1668 for:

- Billing inquiries
- To make a payment
- To set up a payment arrangement
- To request an itemized statement
- To request an application for financial assistance

Call (800) 421-5700 for:

- Billing or charge disputes
- Unresolved insurance issues
- EPIC accounts in bad debt
- To check on the status of a financial assistance application or for questions on documentation.

Call (800) 589-6070 for physician billing questions.

### 3. Do I need to request my medical records to take to a new provider?

If you are staying with your current provider, OSF will have access to your records and no action is needed. If you want to transfer outside of OSF, then you would need to request your records from HSHS or Prairie Cardiology.

If you are a current patient, you should have received a letter with instructions. HSHS patients can call (217) 544-6464, Ext. 44549. Prairie Cardiovascular patients can call (217) 788-0706.



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#### 4. Will there be 24-hour coverage in Streator for services such as X-rays, labs, EKGs, ultrasounds, and respiratory therapy?

OSF HealthCare operates a 24-hour emergency center in Streator, staffed with board-certified emergency physicians and nurses.

X-rays, labs, EKG, ultrasound, radiology and respiratory therapy are available on an outpatient basis from 6 a.m. to 6 p.m. These services are also available 24/7 in support of the emergency center.