

## WHAT TO EXPECT FROM DR. BAIN AND HIS OFFICE

My mission is to form a strong doctor-patient relationship, working together to promote health, preventing or diminishing re-occurrence of your challenging or persistent symptoms. Please view my website at [www.docintheloop.com](http://www.docintheloop.com)

Orientation into my practice is holistically and comprehensively driven. During your physical, I will share my thoughts regarding natural healing elements and properties. As a Doctor of Osteopathy I treat the whole person. I am a board certified primary care practitioner. I look to where you derive your strength from and I consider current demographics in order to develop the best treatment plan. My strength comes from my being curious, relaxed and very real in my manner. As a team player, I take a detailed history to see which physicians you have professional relationships with and I ask that if you have a good relationship with your general practitioner refer to that person first if there is a problem that needs managing. You might need a specialist and he or she can refer you to that individual. When I see you as a patient, I would like to be in contact per your approval with your general practitioner.

### BACK PAIN, HEADACHE AND NUMBNESS COMPLAINTS?

Worry not, if there is no trauma noted, help can be executed quicker than you realize. Please learn about the exciting profession of Osteopathic Medicine before coming to my office. I offer very gentle spinal adjustments. My goal is to get you better, as quickly as possible, with natural body/structurally-derived therapeutic interventions.

I have strategically developed a platform of service based on the Micro-practice model to assure a more efficient system of patient care and a more dynamic and cohesive relationship with my patients. I will make myself available for questions. I take very seriously my “patient centered approach. If you are choosing other plans for your care, please use me as your physician and sounding post, so that we can remain team players with each other in your care. I also encourage you to be proactive in making appointments, to follow up with me on lab results, and other data that needs to be reviewed.

*I like to empower my patients to take an active role in their health management. I make myself accessible for any questions or concerns along the way. Patients should contact me on my cell phone. I am available to speak with you directly between 8:45 am and 9:45 am as well as 6:00 pm and 7:00 pm daily. 312-282-0027 or you can email me at: [drbain@docintheloop.com](mailto:drbain@docintheloop.com). **I DO NOT CONSIDER E-MAILS OR TEXTING TO BE A PROPER FORM OF SETTING UP OR NURTURING A PROPER DOCTOR - PATIENT RELATIONSHIP. FOR ME THEY ARE TO BE USED AS DEVICES FOR A QUICK NOTE/MESSAGE TRANSACTIONS OR PRESENTING DATA TO BE UPLOADED. THEY ARE NOT FOR DECISION MAKING SYSTEMS THAT REQUIRE FACE TO FACE. RESPONSE TO EMAIL REQUESTS MIGHT TAKE UP TO 48 HOURS.** My assistant Kevin is available via email at [kevin@docintheloop.com](mailto:kevin@docintheloop.com) for **BILLING QUESTIONS ONLY.***

When you come to my office and meet me at your first and subsequent visits, I will be the one greeting you at the door. I am very relaxed in my appearance and approach, but very intense and focused to help you. I love to see and even perhaps make my patients laugh because I feel it is healing. More and more doctors are foregoing the larger ancillary staff for the more personalized approach. At times there might be an unforeseeable emergency call that I will have to handle. I appreciate your patience and

understanding.

The waiting room has been specially designed to assure comfort and healing. It will not look like your standard doctor's office and waiting room. If you would like to see pictures of the office please go to my website, to prepare you for its folksy nature, I play concerts and interviews on a plasma television which I believe begins your exploration and journey into healing. Be prepared to work as a partner along with me in successfully approaching your health care needs. Feel free to review my website as well. [www.docintheloop.com](http://www.docintheloop.com)

Other information:

1. FROM OUT OF TOWN OR...ABOUT TO GO OUT OF TOWN? URGENTLY NEEDING CARE?

Please call Michigan Avenue Urgent Care Center at 180 N. Michigan Avenue, Chicago  
312-994-3000

2. CHECK IN FORM: Please fill form out on Zoc doc. It is not medically or legally binding, it is for informational purposes only, and it is invaluable for us to move more quickly into your registration process.

3. REPORTING LAB RESULTS: Dr. Bain will make every effort to get you in touch with you after labs are completed but ultimately, obtaining the labs (as well as establishing a follow up appointment) is your responsibility. Three Access Points for your lab results are: Quest/GAZELLE APP, my Quest.com and/or his Practice management system. Many patients wish to obtain their results even before seeing Dr. Bain on their follow up visit. If the patient does not feel comfortable with this, it is assumed that the *patient* will make an appointment on ZocDoc in a *timely matter*. To assure this seamless process of obtaining results, all abnormal results must be discussed in person with Dr. Bain.

4. EMERGENCY MEDICATIONS NEEDED? **This** could be for chest pain, severe headaches, severe heart palpitation/fluttering, anxiety attacks or fear of hurting oneself go to your nearest emergency room **IMMEDIATELY!** If you need guidance, you can call me immediately at **312 282 0027 and dial 911.**

5. TIME MANAGEMENT: Often times I do run a bit late for my scheduled appointments. Patients should schedule themselves accordingly. I like to explore and I care about your history, I have been noted to go the extra mile and take my time to understand many of the needs of my patients. Even if it is the end of the day, I would ask that you not feel rushed. If you are coming to me for my special consultative thinking, we may need more time. Sometimes I will ask a patient to book a back to back 30 minute visit by changing your name just a bit on Zoc Doc with same email.

6. PREVIOUS HEALTH RECORD: If you are coming for another opinion or refills, I will need information and records from your previous doctors and specialists. I will need their phone numbers so that I can confer. I am a team player and would like to get to know your past medical history as much as possible so I can be the best doctor for you and your best advocate for your health care needs. You can feel free to give them my cell phone number.

7. HEALTHY RIGHT NOW, AND JUST WISH TO MEET ME: Looking to connect with a new doctor feel free to contact me. Learn my manner of practice through testimonials and through my website.

8. All routine labs are performed at Quest Diagnostics, which is 2 streets from my office. They are not done on-site; unless they are special send-outs.

9. **SECOND OPINION PATIENTS ONLY:** Patients are assumed to have a general practitioner or use me as their general practitioner. Conditions like Fatigue, Thyroid and Chronic Illness of any kind may require an ROI from your General Practitioner/Internist. This form is found on the resource page here. These can be faxed TO 312-236-7190 or emailed to [kevin@docintheloop.com](mailto:kevin@docintheloop.com). If you do not have a general practitioner and are looking for one, I will help you find one whom I trust, and can work closely in tandem.

10. Looking for new Doctor for refills? Prescription refills for ADD, ADHD, Attention deficit disorder, Chronic Pain Management, Anxiety. Depression and insomnia refills will not be filled on the first visit, until they are addressed. For the new patient, Dr. Bain needs time to get to know the person. The patient who needs refills for the above conditions will have to get me in touch with previous practitioners who prescribed these medications. It would also be helpful, for you to obtain your most recent records from your previous doctor. Ask your physician if he can give you one more month's supply as you get to know your new physician. As a general rule, I utilize a team approach in your care for these types of medications. I take pride in getting the full picture including previous physicians.

#### 11. EXAMS NOT PERFORMED

I am a Primary Care Internal Medicine Doctor, I team up with Gynecologists and Dermatologists to handle all types of exams in these areas. I suggest that if you are a female to have your gynecological exam prior to your appointment with me. If you have awareness of any unusual lumps and bumps, it will be your responsibility to see a specialist immediately and/or verbally apprise me of this in our visit. I can learn more about your overall medical conditions and I can help you get to a specialist.

#### 12. CANCELLATION POLICY

Dr. Alan Bain requires at least a 24 hour advanced notice of missed appointments. If this cannot be met, a 72.00 cancellation fee will be charged. There are times when Dr. Bain or the patient will mark out a longer time for visitation. If this is the case, a 127.00 dollar amount for a full hour will be charged.

#### 13. INSURANCE

Even though you have a P.P.O, this does not assure that there will not be a co-pay, deductible, or co-insurance. Please call your H.R. department to understand your policy. There might only be deductibles for procedures, spinal adjustments, shots and surgeries, etc.

I am looking forward to working with you as an informed patient.

Thank you

Dr. Alan Bain, DO