



CARING FOR PATIENTS AS OUR OWN FAMILY



Hansa Medical Groupe

PRIMARY CARE | SPECIALTY CARE
ASSISTED & SENIOR LIVING | MEMORY CARE
SKILLED CARE | POST-ACUTE CARE

847-920-0902

PATIENTCARE@HANSAMEDICALGROUPE.COM

HANSAMG.COM



Hansa Medical Groupe



PLEASE NOTE: INTERNAL MEDICINE CONSULTANTS HAS BEEN THE INDIANA DIVISION OF HANSA MEDICAL GROUPE.

Practice is accepting new patients. Most all insurance types are accepted.

Our healthcare provider will be on site, typically on a weekly basis. Our goal is to keep patients healthy and as independent as possible by providing frequent and close follow up allowing us to prevent medical complications and ER or hospital visits. **Residents are routinely seen 1-3x per month, sometimes more frequently based on medical need.**

You may have an outside physician, however Hansa Medical Groupe maybe contacted by facility staff to help with your medical care. We then will communicate with your outside physicians.

HMG works closely with your community staff members, as a TEAM to help better care for residents. This includes hospice, home health services, and medical equipment companies when appropriate.

Along with community staff members, residents, POAs, & families receive **provider cell phone numbers** for direct access.

PLEASE NOTE: Resident/patient insurances are billed for medical services provided. Indiana patients will see Hansa Medical Groupe on their EOB and not Internal Medicine Consultants. **Any EOB, balances, or insurance questions should be directed to our office billing dept. at 847-920-0902 and not the on-site community staff.**

PLEASE CONTACT community staff members to inquire when OUR HANSA MEDICAL GROUPE ON-SITE Provider will be there next.

P 847-920-0902 F 847-920-0901



Hansa Medical Groupe

Our Providers

Our Providers' value is based on three essential criteria: their qualifications, experience, & attitude. All Hansa providers are certified and licensed, have substantial experience practicing in their field, and are screened for excellent patient rapport. We are committed to adding highly skilled, caring, and motivated providers to our practice, thereby maintaining our quality of care. Hansa Medical Groupe considers working as a TEAM with facility staff, to provide the best possible care to patients. We are committed to building an unparalleled team of physicians, nurse practitioners, physician assistant, and ancillary staff.

Chirag Patel, MD

Dr Patel is an Internal Medicine physician and Chief Medical Officer of Hansa Medical Groupe. He has been in medical practice for over 20 years. His expertise includes dementia/cognitive decline, osteoarthritis, osteoporosis, chronic pain syndrome, diabetes, obesity, hypertension, asthma, emphysema, headache, and men's health issues. He considers a close relationship with his patients to be a major factor in providing top-quality medical care. He is committed to the proposition that every patient is a high-priority patient. Dr. Patel provides geriatric care for many patients in Supportive Care, Assisted Living, Independent Living, and Memory Care communities and works closely with facility staff as a TEAM, to help provide the best care possible for his patients.

The HMG Nurse Practitioner or Physician Assistant

At Hansa Medical Groupe, we also provide experienced supportive staff to help with our medical care of patients. With over 5-10 years of clinical experience, our NPs and PAs treat patients with great compassion and care. Their clinical judgment and respect for patients allows them to provide excellent medical care while getting to know their patients well. Their expertise includes many of the conditions treated by primary care providers. Our NPs and PAs thrive in their close rapport with patients. Their experience working with Independent Living, Assisted Living, Memory care units, and Supportive Care Community staff, has allowed them to provide great quality care, working closely with Hansa Medical Groupe physicians.



Hansa Medical Groupe

OUR PHILOSOPHY

Our healthcare model at Hansa Medical Groupe is designed to provide each patient with increased confidence in their medical care, a solid patient/physician relationship, and “the gold standard” for patient convenience with weekly provider presence at all senior communities.

- 1. Patient confidence.** Patients' medical problems are increasingly more complex. Disease symptoms & side effects of treatments are often a daily stress for patients. In our practice, patients, facility staff, and providers are a TEAM in each patient's medical care. Patients must feel confident that their concerns will be addressed as they occur. Whenever necessary, our patients are able to communicate directly with their doctor, nurse practitioner, or physician assistant by having their cellphone, email or text messaging and have their concerns addressed in a timely fashion.
- 2. The patient/physician relationship.** At Hansa Medical Groupe, we believe a physicians' in-depth knowledge of a patient, working closely with on-site staff, enhances the quality of medical care we can provide. Home and facility visits allow for the time and provide the environment for this type of relationship to develop.
- 3. A new standard of convenience.** Obtaining medical care from a typical medical practice, is often a hassle. First, physician availability is often limited. In addition, your own schedule may conflict with this limited availability. Second, the medical condition of many patients may complicate their ability to get to the doctor and/or keep their physician appointments. Finally, local weather, lack of transportation, and other factors often results in many missed appointments. Hansa Medical Groupe has eliminated all these inconveniences. Our providers come to the facility typically on a weekly basis.



Hansa Medical Groupe

When I saw the way the practice treated my 81 year old mother with kindness and dignity, I knew he was the ONLY doctor for our family.

Janice F., Gurnee, IL

Since being with Hansa Medical Groupe, I now have great confidence in my medical care.

Allan F., St Charles, IL

A practice entrusted by doctors for their own families.

Richard Salberg, M.D. Glencoe, IL

Unbelievable convenience obtaining my medical care, I never experienced until now.

Dorothy J. Flossmor, IL

The professionalism and care my family received from the practice is unparalleled.

Rudy M., OakBrook, IL

It was late one evening when I called in. I got the prescription I needed right away.

Lisa R., Chicago, IL

I truly feel Hansa Medical Groupe goes above and beyond the standard of care of doctors these days.

Wendy B. Munster, IN

With Hansa Medical Groupe, I never have to worry about seeing their provider. They come and take great care of me right at the senior community.

George N. Glenview, IL

My family and I feel lucky to be a part of an amazing medical practice. We truly feel like their beloved family member.

Sue L. Valparaiso, IN

When I needed to go to the hospital, Hansa Medical coordinated the continuity of care, for a hassle-free experience.

Barry L. Aurora, IL

Thanks to Hansa Medical Groupe, I don't have to worry about how my parents will get to their doctor appointments. Saves me time & the quality of care mom and dad receive is great.

Robert S., Crown Point, IN



Hansa Medical Groupe

Primary Care Program

1. High risk and memory care patients seen up to 2-4x per month based on medical need and standard of care.
2. Weekly or more weekly specialty NP or PA on site for patient care—based on medical need.
3. Gathering of metrics and data, for medicare advantage members and independent patients both. Cost savings to CMS. **Increasing length of stay in senior communities.**
4. HMG medical assistant to perform monthly “remote patient monitoring” for higher risk patients.
5. Dedicated medical assistant or nurse on HMG staff checking in by phone with your staff, our specialist, and with each resident or their POA on our primary or specialty service, on a monthly basis. Another source of prevention, handling any issues with patients or staff.



Hansa Medical Groupe

Specialists Program

1. Cardiology, Nephrology, Pulmonary, Urology, Neurology clinical consults available.
2. Up to weekly or more weekly specialty NP or PA collaborating with specialty attending, on site for patient care—based on medical need and standard of care.
3. Available for residents in buildings even if we are not the primary care physician, helping those with more complex issues.
4. HMG medical assistant to perform monthly “remote patient monitoring” medicare program for higher risk patients.
5. Dedicated medical assistant or nurse on HMG staff checking in by phone with your staff, our specialist, and with each resident or their POA on our primary or specialty service, on a monthly basis. Another source of prevention, handling any issues with patients or staff.



Hansa Medical Groupe

Back Up or Alternate Physician Groupe

Dear resident/patient

As a resident of the community, we welcome you to Hansa Medical Groupe. We are the preferred in-house primary care provider and are privileged to be a part of residents' medical care in the community.

Although you may have a physician outside the building for your needs, to help better serve you and the staff, we encourage all residents to sign our consent to treat, in case an emergency arises, and the staff needs to communicate with us related to your care.

This places Hansa Medical Groupe as the back-up or alternate to your physician, again to help the staff, in case they are unable to reach your outside physician, or you feel it's more convenient to use us as we are on site on a consistent basis.

You always have the right to choose your physician, but this allows for a better clinical experience for you and helps the wonderful staff at your community keep you healthier and more independent allowing for a better quality of life.

Sincerely

A handwritten signature in black ink that reads "Chirag Patel MD". The signature is fluid and cursive, with the initials "MD" written in a smaller font at the end.

Chirag Patel MD

Chief Medical Officer

chirag@hansamedicalgroupe.com

Hansa Medical Groupe, LLC

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Hansa Medical Groupe

FAQ & Management of Expectations

Frequently Asked Questions

If any of your questions cannot be answered here, please contact us directly.

1. DO I KEEP MY CURRENT DOCTOR OR IS HANSA MEDICAL GROUPE NOW CONSIDERED MY PRIMARY PRACTICE?

This is entirely patient or family choice. We are happy to be your new primary care practice, and/or work with your existing outside primary care physician and specialists. Your needs can be determined further at your initial consultation or by phone. Please ask for specific advice regarding your particular healthcare needs. **Often we become the preferred practice to manage medical care, since we are on site and available to residents at senior communities, with direct contact with community staff. This allows us to prevent problems and treat things faster and more efficiently.**

2. WHAT ABOUT MY HEALTH INSURANCE? DO YOU ACCEPT MY INSURANCE?

YES, We accept **most** insurances. You should absolutely maintain your private commercial insurance and/or medicare policy. We directly bill your insurance for services rendered. We recommend to all our patients to keep the best health insurance you can afford. **NOTE: If we are out-of-network or do not accept your insurance, HMG will work with patients and families on advice about health insurance plans, changing their insurance, and working together on payments and plans for any balance due to HMG.**

3. WHAT DOES A HOME or On-Site VISIT EXACTLY INCLUDE?

The standard on-site visit starts with a detailed patient history, vital signs, and a full physical & mental assessment. Some or all information can be obtained by records kept by community staff. Independent Living seniors should have their own medical records or we can obtain them from their prior healthcare provider or hospital. Next, your current needs are determined and treated. Your chronic medical conditions are next evaluated in detail, including medication management and the need for any further testing or diagnostics. A home assessment is also performed during each visit for anyone requiring further assistance with ADL's (Activities of Daily Living). Total time of the visit could be as little as several minutes for a routine follow-up, up to an hour or more. It just depends on our patients' needs each time.

4. I AM MOVING FROM ONE COMMUNITY TO ANOTHER. WOULD YOU STILL FOLLOW PATIENTS AT THE NEW LOCATION?.

Obviously it's your right to move at anytime. In most local moves, we definitely prefer to follow our patients. This helps with continuity of care and prevents confusion and decreases errors that could occur with any transition. If there is a potential that you are moving, please let us know so we can help in the process.

5. HANSA MEDICAL GROUPE PROVIDES CONCIERGE STYLE SERVICES AND MEDICAL CARE. DOES THAT INVOLVE AN OUT OF POCKET FEE?

No, we do not charge any out of pocket fee. Although many of our services go above and beyond the “standard of care”, we feel there should not be any charges, aside from insurance co-pays and balance billing. For example, our patients receive our NP, PA, and physicians cellphone numbers.

6. HOW MUCH PHONE PRIVILEGES DO I HAVE?

As a patient, you have the privilege to call, email, or text our staff and/or provider at your convenience. The provider determines how much information, advice, and length of call is appropriate to satisfy your needs. The provider will also determine if a home visit is necessary at that time. We urge all our members to respect the providers’ time and to be patient. In case of any utmost emergency, please call 911 or go to your nearest emergency room.

7. DOES THE PRACTICE ALSO MAINTAIN AN ACTUAL CLINIC.

YES. Most of our designated clinic areas are located in the senior communities. Not all locations are the same, so please contact us or the community staff directly to discuss how your senior community is set up.

8. WHAT IS THE DIFFERENCE BETWEEN INDEPENDENT LIVING, ASSISTED LIVING AND MEMORY CARE?

All three are senior living options with various services and benefits. This can vary from one senior community to the next.

Independent living seniors need fewer services and patients are seen by our provider either in an on-site clinic or in their apartment. No on-site nursing staff is typically present and provider orders are carried out by the patient.

Assisted living seniors require more care and have increased levels of service and benefits, again based on the senior community. Our providers will evaluate patients in the assisted living nursing stations, designated clinical area, or in the apartment and communicate orders to be carried out by the on-site nursing staff.

Memory care seniors require care based on cognition and are typically seen in controlled and monitored locked areas. This is similar to assisted living but with an enhanced security for the safety of the residents. Our providers again evaluate patients in the memory care nurses station, common areas, designated clinical area, or in their rooms and communicate orders to be carried out by the on-site nursing staff.

9. HOW OFTEN ARE PATIENTS LIVING IN SENIOR COMMUNITIES EVALUATED BY OUR PROVIDERS?

We evaluate our patients based on medical need and prevention of complications. We typically strive to see our patients at least 1-2 x per month, sometimes more frequently based on medical need. Our goal for this frequency of visit, is to prevent medical complications of chronic conditions and reduce expensive and preventable ER visits and hospitalizations.

10. I WOULD LIKE TO BECOME A PATIENT OF HANSA MEDICAL GROUPE. HOW DO I PROCEED?

Please contact us directly by phone or email. You can also let facility staff know, and they will contact us. We then try to see patients within 24-48 hours. Please fill out and sign the pages in the back of this packet or on our website and return to HMG. This will speed up the process of initiating medical care.



Hansa Medical Groupe

The Hansa Medical Groupe Wellness Visit

Your HMG Wellness Visit may include any of the follow reviews and updates below.

1. A review of your medical and family history and demographic information
2. Developing or updating a list of current providers and prescriptions
3. Height, weight, blood pressure, and other routine measurements
4. Detection of any cognitive impairment
5. Personalized health advice
6. A list of risk factors and treatment options for you
7. A screening schedule (like a checklist) for appropriate preventive services.
8. Behavioral and psychosocial risk factors
9. Assessment of Activities of Daily Living (ADLs) Ex: dressing, bathing, and walking
10. Assessment of Instrumental ADLs Ex: shopping, housekeeping, and handling finances.
11. Communication with family/POA

Monthly wellness checks are recommended to help prevent medical problems and treat issues that arise in an efficient and expedited manner. This allows us to avoid unnecessary ER visits, hospitalizations, and any serious complications. Although never mandatory, most medical practices including Hansa Medical Groupe and your insurance plans, recommend the monthly wellness check.

Monthly wellness checks involved on-site staff & outside physicians when applicable, so the on-site Hansa Medical Groupe provider is able to prevent problems, adjust medication if needed, and recommend therapies, treatments, or home nursing care, based on medical need.

You may continue with your outside physician(s). Or you can change to the Hansa Medical Groupe provider. We do encourage you to follow up with any specialists you may have.

Regardless of who your primary care physician is, we recommend all Assisted Living residents to have the monthly wellness checks. The wellness checks are covered by health insurance plans.



Hansa Medical Groupe

HMG Billing Questions

Dear patient,

Hansa Medical Groupe take pride in providing personalized care on-site in your community. In an effort to streamline the healthcare process, we want to make you aware of our billing hotline. If you have any questions regarding statements, balances, or to make a payment over the phone, simply call the number below and you will reach a billing specialist who can speak with you. You may also email us at billing@hansamedicalgroupe.com

HMG Billing Questions

847-821-6830 or 847-504-4053

Our frequency of visits is geared for prevention of costly ER visits and hospitalizations. Often patient out of pocket costs are much higher for hospital and ER charges. Our goal is to reduce that overall yearly cost for our patients and their families. We work together with patients and their families, as every patients' needs are unique.

We strive to make your health care the most convenient and with the highest quality. If you have a medical question or want to speak to one of our providers, you can always reach us at our main HMG number, 847-920-0902, by email at info@hansamedicalgroupe.com, or call your on-site provider directly through their cell number or the facility.

Sincerely,

Jason Stutz

Chief Operating Officer

Hansa Medical Groupe

T 847-920-0902 | F 847-920-0901

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