



**Loyola University Medical Center
Chronic Pelvic Pain Program
2160 S. First Avenue, Loyola Outpatient Center, 3rd floor, Maywood, IL**

Welcome to Loyola's Chronic Pelvic Pain Program. We'd like to provide more details about your first visit, so you can be prepared and feel as comfortable as possible.

Information You'll Need for Check In:

- Insurance card and co-payment, if applicable
- Physician referral, if required by insurance provider; please note that if you are scheduled to see more than 1 health care provider, you need referrals for each of these services. This should be arranged prior to your visit.
- Name and address of referring physician
- Completed health history form
- Copies of other medical records, if appropriate
- Current medication bottle(s)
- Please arrive 15 minutes prior to your scheduled appointment to also complete same day questionnaires

Timing for Your Appointment

It's very important that you allow several hours for this visit so you can see several of your team leaders for initial evaluation. When you arrive, we'll do everything we can to make your visit as pleasant and efficient as possible. Sometimes, however, we may be running behind schedule. When patients need more time, we give them the extra attention, and we'll do the same for you if needed. We apologize in advance for any delays and ask for your patience.

Your Initial Evaluation

The initial visit involves the detective work of obtaining your personal experience with chronic pelvic pain. This will involve hearing your story, reviewing your previous records, other therapies and their effectiveness. You may be seen by a two physicians initially who will then determine other health care resources necessary for your therapy and evaluation. A second evaluation may take place and will involve further consultation with physical therapy, pain psychology and/or other medical specialists. The "team" will then work together to focus on determining the underlying causes of your pelvic pain and on finding ways to reduce or eliminate it. During your first visit, we'll develop a treatment plan specifically for your condition, discuss it with you and make initial recommendations. Remember, you are the most valuable member of our team so all discussions and decisions are dependent upon your input.

Your Treatment Team

You'll interact with a variety of physicians, nurses, therapists and office staff in the course of our team approach to care. Because Loyola is an academic medical center, your team may include a variety of highly qualified medical professionals in training. Some of the individuals involved in your care may include:

Department of Obstetrics & Gynecology



- *An attending physician* who is fully licensed and has completed medical school, a residency program and fellowship training.
- *A nurse practitioner* who has completed advanced training in Women's Health and chronic pelvic pain.
- *A resident* who has completed medical school and is a licensed physician. A resident is still in training for specialized focus in obstetrics and gynecology.
- *A medical student* from Stritch Medical School who participates to gather history and perform some preliminary evaluation.

Please don't hesitate to ask anyone his/her name and role in helping you overcome your pelvic pain. We understand that the team approach can be confusing. We also know that it enables us to provide the highest standards of care.

Completing Your Visit

Your team will use an electronic medical record to document your care during your visit. This enables us to closely track everything we do, and share it confidentially with team members and your referring physician. Any records that you bring can be copied to the electronic chart; let us know if you would like to have the copies returned to you.

At the conclusion of your visit, you will receive an "After Visit Summary" (AVS). This will include a list of orders which may include testing, referrals and medications that have been ordered. There will also be patient instructions on this summary which should include information regarding new medications, next patient appointment plans, etc. Please let us know if you have any questions or concerns about any of this material or regarding your visit with us. We will also be confirming follow-up appointments with your physicians and other health care providers.

The AVS also includes a password that will allow you to sign up for **myLoyola** which is method of communication via e-mail so that your physician can send you results directly and you can ask questions of the staff. We prefer this method of communication as we feel it expedites our ability to directly answer questions, address concerns and let you know about results in a timely fashion.

Our service representatives at the front desk will assist you with scheduling future tests or treatments. We'll also address any concerns about insurance or payment.

Because you are likely to see different health-care providers during your visit, please be aware that each provider will submit a separate bill to your insurance company. Our service representatives will be glad to explain the process to you and to answer any questions.

We are devoted to providing the highest level of treatment for chronic pelvic pain. Please let us know if there is anything we can do to improve your experience with us. Patient feedback is a welcomed and valuable resource that is put into practice in everything we do.