Welcome to the Division of Hematology, Oncology and Stem Cell Transplant at Rush University Medical Center

Thank you for choosing Rush for your care.

The Cancer Center is located at:
Rush University Medical Center
1725 W. Harrison St.
Professional Building #2, Elevator #2
10th Floor, Suite 1010
Chicago, IL 60612

Your appointment with ________________________ is scheduled for ____/ ____/ ____.

Please arrive at __________ AM/PM to complete the registration process.

You will then have labs drawn and/or vitals taken at approximately __________ AM/PM

You will see your physician at approximately __________ AM/PM

What to Bring to Your Visit:
- Insurance card(s)
- Picture ID (you must bring this with to all appointments)
- Completed required forms (included in this packet)
- Referrals (if applicable)
- If first visit, please bring all of your prescriptions and over the counter medications, including any vitamins or herbs.

About Your Visit
Our Cancer Center has integrated its services to care for all your needs in one visit. Your doctor may request that lab tests and/or scans be scheduled the day of your medical appointment. This will provide you with the most up-to-date test results as well as minimize the number of visits to our center. Please be aware that it may take the laboratory up to 1½ hours to obtain test results. Once you meet with your physician, he/she will spend as much time with you as needed to explain your results, possible treatment options and answer any questions you may have. You may experience additional time in the Cancer Center depending on your clinical needs. Therefore, please be sure to adjust your schedule and transportation needs accordingly. Feel free to bring a snack or any other materials as well.

Forms to Be Completed
The enclosed packet of information is very important to your initial visit. Please complete the enclosed forms and fax them back prior to your visit. If you need assistance in completing the forms or are unable to complete them before your visit, please arrive an additional 30 minutes prior to registration and a member of our team will assist you. Please let the receptionist know upon your arrival if you need additional assistance in completing these forms.

Insurance Information
For your information, we also recommend reviewing the insurance plans accepted at Rush prior to your visit (see enclosed information sheet labeled “Insurance Plans”). For additional questions, you may contact our insurance specialist via email at Contracts@Rush-Health.com or by phone at 1(312) 942-4061.
The medical center is easily accessible by car and public transportation. For questions regarding directions, please contact an operator at (312) 942-5000.

From downtown Chicago:
- West on Congress Parkway, which becomes the Eisenhower Expressway (I-290)
- Exit at Ashland/Paulina (Exit 28B)
- Left (south) on Ashland Avenue for approximately 2 blocks
- Right (west) on Harrison Street for approximately a quarter of a block
- Be prepared to make a left turn in the first quarter of the block (Harrison) for visitor parking

From the north:
- South on the Kennedy Expressway (I-90/94)
- Exit 50A toward Ogden Avenue stay straight to go onto North Racine Avenue
- Turn slight right onto North Ogden Avenue
- Take Ogden Avenue to Ashland Avenue
- Make a left (heading south) onto Ashland Avenue
- Right (west) on Harrison Street for about a quarter of a block
- Be prepared to make a left in the first quarter of the block (Harrison) for visitor parking

From the south:
- North on the Dan Ryan Expressway (I-90/94)
- West on the Eisenhower Expressway (I-290)/Congress Parkway (to “West Suburbs”)
- Exit at Ashland/Paulina (Exit 28B)
- Left (south) on Ashland Avenue for about 2 blocks
- Right (west) on Harrison Street for about a quarter of a block
- Be prepared to make a left in the first quarter of the block (Harrison) for visitor parking

From the southwest:
- North on the Stevenson Expressway (I-55)
- Exit west on the Dan Ryan Expressway (I90/94)
- West on the Eisenhower Expressway (I-290)/Congress Parkway (to “West Suburbs”)
- Exit at Ashland/Paulina (Exit 28B)
- Left (south) on Ashland Avenue for about 2 blocks
- Right (west) on Harrison Street for about a quarter of a block
- Be prepared to make a left in the first quarter of the block (Harrison) for visitor parking
From the west:
- West on the Eisenhower Expressway (I-290)/Congress Parkway (to “West Suburbs”)
- Exit at Ashland/Paulina (Exit 28B)
- Left (south) on Ashland Avenue for about 2 blocks
- Right (west) on Harrison Street for about a quarter of a block
- Be prepared to make a left in the first quarter of the block (Harrison) for visitor parking

Coming from the airport by car:
- From O’Hare
  - Take the Kennedy Expressway (I-90/94) east (towards Indiana)
  - Take the Eisenhower Expressway (I-290) west (towards “West Suburbs”)
  - Exit at Ashland/Paulina (Exit 28B)
  - Left (south) on Ashland Avenue for about 2 blocks
  - Right (west) on Harrison Street for about a quarter of a block
  - Be prepared to make a left in the first quarter of the block (Harrison) for visitor parking

- From Midway
  - Take Cicero Avenue north to the Stevenson Expressway (I-55)
  - Exit west on the Dan Ryan Expressway (I-90/94)
  - West on the Eisenhower Expressway (I-290)/Congress Parkway (to “West Suburbs”)
  - Exit on Ashland/Paulina (Exit 28B)
  - Left (south) on Ashland Avenue for about 2 blocks
  - Right (west) on Harrison Street for approximately a quarter of a block
  - Be prepared to make a left in the first quarter of the block (Harrison) for visitor parking
Below are some accommodation options close to the Rush campus that offer special rates to Rush patients and their families. Make sure to inquire about available “Rush rates.” If you need more information on arranging accommodations, please call hospital guest relations at (312) 842-5574

1. **Johnston R. Bowman Guest Accommodations**  
   Location: Rush Campus  
   Address: 710 S. Ashland Ave., Chicago, IL 60607  
   Phone: 312-942-6893

2. **Crowne Plaza Chicago Metro**  
   Location: 1.2 miles from Rush campus  
   Address: 733 W. Madison Ave., Chicago, IL 60661  
   Phone: (312) 966-1167

3. **Marriott Chicago at Medical District/UIC**  
   Location: 0.1 miles from Rush campus  
   Address: 625 S. Ashland Ave., Chicago, IL 60607

4. **Peninsula Chicago**  
   Location: River North, 4.2 miles from Rush campus  
   Address: 108 E. Superior St., Chicago, IL 60611  
   Phone: (312) 337-2888  
   Reduced rates for Rush patient
In keeping with Rush University Medical Center’s mission to provide comprehensive, coordinated health care services to our patients, Rush offers several financial assistance programs to help patients with their hospital bills.

To help patients decide which is the right program for them, Rush offers the services of financial counselors and billing customer service representatives. These individuals will assist patients in completing the financial application forms, obtaining an estimated cost of anticipated hospital services, and providing an explanation and copy of their hospital bill.

- **Financial Assistance (Charity Care)/Full Write-Off**
  - After the financial counselor or customer service representative performs a financial assessment, the hospital bill can be discounted up to 100 percent if the patient’s income is 300 percent of the Federal Poverty Guidelines (family size adjusted or less)

- **Limited Income Program**
  - After a financial assessment of the patient’s income has been completed, the hospital will provide services at cost if the patient’s income level meets the appropriate criteria. The Limited Income Discount criteria for family income is 400 percent of the Federal Poverty Guidelines. The Limited Income Discount is 70 percent.

- **Self-Pay Discount**
  - For Illinois residents, a 68 percent discount will automatically be given to all self-pay patients unless a Global Case Rate is applicable. Out-of-state residents automatically receive a 50 percent discount, which is equivalent to Rush’s average managed care discount.

- **Presumptive Charity Care**
  - Rush uses an outside service for its financial assistance programs to validate your ability to pay, and in the event that you do not contact us, not apply for financial assistance, we may extend you charity care for that episode of care. This applies only to patients who do not inform us of insurance coverage.

- **Payment Plan**
  - Patient can arrange for time payments with a financial counselor or customer service representative. After a financial assessment, the appropriate monthly payment will be assigned within a prescribed time frame.
Insurance Information

For a complete and up-to-date list of contracted insurance providers, please visit our website at https://www.rush-health.com/RHAWeb/InsurancePlans/Default.aspx.

To inquire about a non-listed provider or for any additional questions, please contact Contracts@Rush-Health.com or call 1(312) 942-4061.