

Pulmonary & Critical Care

Medical Group

Graham Medical Office Building

1000 Central Street. Suite 800 Evanston, IL 60201

Glenbrook Medical Office Building 2150 Pfingsten, Suite 3000 Glenview, IL 60026

*All correspondence should be directed to the following address: Administrative Office: 2650 Ridge Avenue, #5303, Evanston, IL 60201

Phone: 847-570-2714 Fax: 847-733-5109

Service Offerings:

- Pulmonary and Critical Care of adults 16 years of age and older.
- Our physicians are all board certified Pulmonary and Critical Care specialists and specialize in Asthma, Autoimmune Lung Disease, Emphysema, Embolic Disease, Early Lung Cancer Detection, Interstitial Lung Disease, Pulmonary Hypertension, and Sarcoidosis.

Service Standards:

- Our goal is to provide comprehensive evaluation and treatment of patients with pulmonary related problems. We are board-certified specialists in Internal Medicine, and Pulmonary and Critical Care Medicine.
- We make every effort to review test results as soon as they are available and communicate both by phone and via a letter.
- Complex test results may take up to several weeks as they are sent to an outside lab.

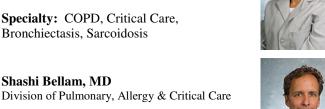
Office Hours: Monday-Friday 8:30-5:00PM

Meet Our Physicians



Daniel Ray, MD Head, Division of Pulmonary, Allergy & Critical Care

Specialty: COPD, Critical Care, Bronchiectasis, Sarcoidosis



Specialty: Critical Care, Pulmonary Hypertension, Sleep Apnea



Philip Sheridan Jr., MD Division of Pulmonary, Allergy & Critical Care

Division of Pulmonary, Allergy & Critical Care

Specialty: Asthma, COPD, Pulmonary

Hypertension, Lung Cancer

Specialty: COPD, Critical Care, Pediatric Mobile C.A.R.E.

Stacy Raviv, MD



Shilpa Rahangdale, MD Division of Pulmonary, Allergy & Critical Care

Specialty: Critical Care, Sleep Apnea, Cardiovascular Health and Pulmonary Disease



Christopher Winslow, MD Division of Pulmonary, Allergy & Critical Care

Specialty: Asthma, Critical Care, Pulmonary Hypertension, Pulmonary Rehabilitation, Interstitial Lung Disease



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Facts About Us

- With NorthShore University HealthSystem (NorthShore) Medical Group, you are connected to hundreds of physicians with expertise in a vast array of medical specialties through our secure electronic medical record system.
- For over a decade, NorthShore has been named one of the nation's 100 Top Hospitals[®] and a Top 15 Major Teaching Hospital by Thomson Healthcare [®], a leading source of healthcare information products.
- We are proud to be the primary teaching affiliate of the University of Chicago Pritzker School of Medicine, one of the most selective medical schools in the country.

Patient Rights

Your rights as a patient, parent, guardian, or legally authorized decision maker at any of our facilities include, but are not limited to: access to care; confidentiality; your medical record; and acceptance and refusal of treatment.

Patient responsibilities include, but are not limited to: following rules and regulations; complying with treatment plans; and meeting financial commitments.

For a complete explanation, please visit our website: northshore.org/policies.aspx

Manage Your Healthcare with NorthShoreConnect

Accessing your health information has never been easier. NorthShore*Connect* allows you to schedule appointments, ask questions, and communicate with your physician through secure email messaging from your home computer. You can also use this patient portal to view your health records, pay and review medical bills, renew prescriptions, view test results, and much more. To sign up, go to NorthShore*Connect*.org and follow the prompts.

Renewing Your Prescriptions

To assure the continuity of your medications, we ask that you plan ahead for prescription refills. Prescription renewals that do not require assessment of your condition as a prerequisite for renewal will be processed within 48 business hours of the request. If you need to be seen by a physician or require clinical testing prior to a renewal, please contact our office to schedule an appointment.

Responding to Your Phone Calls

Our physicians and practice team members know how important it is that your phone calls be returned promptly. To accommodate your expectations, we have set up the following system:

- Our receptionists will ask you general questions to determine the urgency of your need, and to triage your call appropriately.
- Urgent calls will be responded to as quickly as possible.
- Non-urgent calls will be logged directly into an email-alert system for the nurse or physician. Our receptionists will inform you of an estimated call-back time. Every effort will be made to return non-urgent calls the same day or no later than the same time on the next business day.

Information Anytime You Need It

Our website, <u>northshore.org/mg</u>, is where you can always find complete information about our physicians, services offered, locations, office hours, and much more.

We Care About Your Feedback

If you're pleased with the services you've received, please tell a friend. If your expectations have not been met, please contact us. We will do all we can to set things right. Please:

- Fill out a comment card and drop it in the box located in the lobby.
- Call the Concierge Services office at (224) 364-4968.
- Provide your confidential feedback should you be called by our research partner, PRC.