



Your Miracle. Our Mission.

NEW PATIENT INFORMATION – U.S. PATIENTS

Our goal at Fertility Centers of Illinois is to provide you with the most sensitive, comprehensive and technologically-advanced fertility care. In order to make the most of your time at the first appointment, we respectfully request that you prepare ahead of time by following the steps listed below:

1. Review the **Fertility Centers of Illinois Notice of Privacy Practices**.
2. Print and complete the following documents and bring them with you.
We warmly welcome all types of families, whether pursuing treatment as an individual or as a couple. Complete the following applicable form(s) or portions of forms for your individual circumstances:
 - **Female New Patient Packet (to be completed by any female patient who will receive medical services)**
 - **Male New Patient Packet (to be completed by any male patient who will receive medical services)**
3. If you have Aetna or Humana Insurance, refer to the following requirements from your insurer: **Aetna and Humana Insurance Form**.
4. In order for us to determine which test(s) and treatment(s) may be best for you, **it is important to bring any pertinent medical records with you**. Be sure to contact the health care provider that retains these records and ask for a copy to be provided. To allow time for the authorization, copying and mailing processes, request the records as soon as possible.
5. For questions about our locations, visit <http://www.fcionline.com/locations/>.
For travel and lodging information, as well as local attractions and activities, visit <http://www.fcionline.com/out-of-town/>.
6. Bring your insurance card(s) and photo identification (i.e. driver's license, state ID) with you; copies will be needed for our files.
7. In order to complete the registration process, please arrive 20 minutes prior to your appointment time.
8. We love children, however, because our staff is dedicated to providing their undivided attention to our patients, we are not able to monitor patients' children during office visits. Please be sure that young children are secured in a stroller for their safety. Whenever possible, have someone come with you to provide care for your child while you spend time with your physician and health care team.

Fertility Centers of Illinois strives to provide excellent care to every patient in a timely manner. In order for us to best utilize available appointments for patients waiting to be seen, we require a minimum of 48 hours (two business days) notice if you need to cancel or reschedule your appointment. If you miss your appointment or provide less than 48 hours notice to cancel or reschedule, then your credit card will be charged \$50 for weekday appointments and \$100 for weekend appointments. To cancel or reschedule an appointment, call 877.324.4483.

We look forward to meeting you. Contact your Fertility Centers of Illinois Patient Services Team with any questions, concerns or feedback.

877.324.4483 | fcionline.com