

Greater  
Family  
Health  SM  
Care to live greater.

Your  
Healthy  
Place  
Awaits



# Welcome to Our Family

Welcome to Greater Family Health, where we are doing more to put families in a healthier place.

Our name says it all. “Greater” represents access to more practitioners, services and higher quality care. “Family” supports the diverse patients we serve and the organizational culture we value. “Health” emphasizes the care we provide today and envision in the future for our patients and community.

Greater Family Health offers a comfortable, welcoming, inclusive and personal approach to health care for all. Our practitioners and staff take the time to understand each patient’s physical, emotional and financial needs.

Everyone deserves access to high-quality, affordable health care that is delivered with respect by compassionate and qualified professionals.

**Care to Live Greater,  
with Greater Family Health!**

## Health Care for All

Greater Family Health works to eliminate barriers that may keep patients from accessing quality health care. We do this through the provision of 24-hour access to practitioners; evening and weekend hours; same-day, next-day and walk-in appointments; and health benefits enrollment. We also provide access to reduced-priced pharmaceuticals, on-site laboratories, bilingual staff and translation services.



**Greater Family Health’s Hypertension/Heart  
Health outcome ranked in the top 2% nationally,  
resulting in the National Quality Leader Award.**



**Mission**

To provide quality, affordable health care for all, including those without the ability to pay.

**Vision**

Greater Family Health is known in the community for high-quality, patient-centered care delivered by a team of competent and committed staff. Greater Family Health will grow responsibly and responsibly to fulfill unmet health needs, enhance community relationships and maintain financial viability.

# Your Medical Home, in Many Locations

From preventive care to chronic disease management, Greater Family Health is here to meet the health needs of each individual, as well as the entire family. Throughout our network of care, you'll find we provide a comprehensive range of services, all close to home.

## Integrated Care Through Electronic Medical Records

No matter where a patient gets care at Greater Family Health, medical records are fully integrated, allowing medication and chronic problem lists to be shared amongst all specialties and all locations.

Our integrated systems make it easy for patients to receive comprehensive care throughout our network and allows our practitioners to have a holistic view of our patient's needs.

## WOMEN'S HEALTH

Greater Family Health offers women everything from family planning and free pregnancy testing to delivery at five area hospitals, as well as on-site ultrasounds, pap smears and colposcopy services.

From gynecological care to reproductive health, women experience greater assistance including health benefits enrollment, Family Case Management, and the WIC program.

## PEDIATRIC HEALTH

We take greater care of infant and adolescent children through comprehensive well-child care, monitoring and provision of immunizations, as well as growth and development milestones. Greater Family Health also assists with All Kids Enrollment and school and sports physicals.

## ADULT & SENIOR HEALTH

Whether it's a need for chronic disease management, sick care, work or annual physical exams, diagnostic tests, or help understanding health benefits, we're here to care for you and your unique needs.

Special services for seniors include internal medicine practitioners, transportation assistance, access to reduced-priced pharmaceuticals, and health benefits enrollment help for immigrant seniors.





## DENTAL SERVICES

Great oral health leads to better overall health. We offer a full range of comprehensive preventive and restorative services, from cleanings and exams to specialized dental care.

Greater Family Health provides dental care for all adults and children via the use of state-of-the-art equipment in a clean and safe environment.

## BEHAVIORAL HEALTH

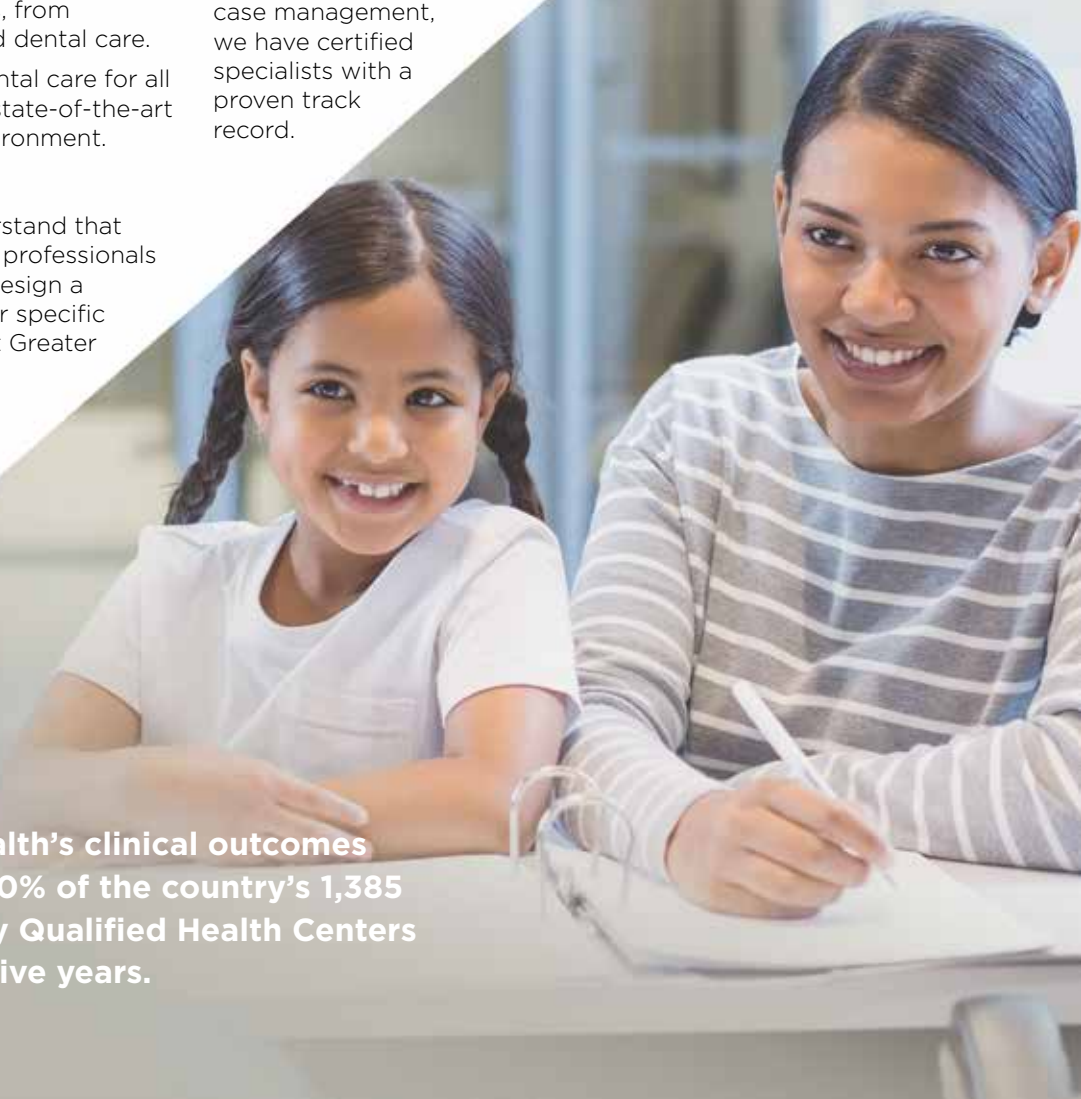
Life can be stressful, and we understand that everyone's situation is unique. Our professionals will collaborate with the client to design a treatment plan that addresses their specific needs. The help patients need is at Greater Family Health.

Services include mental health counseling/therapy for individuals, families and groups, substance use disorders services, and psychiatric evaluations including medication monitoring and education.

## LGBTQ+ HEALTH

We offer an inclusive, safe and welcoming environment for all the communities we serve. The LGBTQ+ community is no exception. Greater Family Health removes all barriers that may keep patients from receiving life-saving care.

Whether it be outreach and education, convenient access to rapid HIV testing, HIV prevention services or case management, we have certified specialists with a proven track record.



**Greater Family Health's clinical outcomes ranked in the top 10% of the country's 1,385 reporting Federally Qualified Health Centers for seven consecutive years.**

# Our Family Takes Care of Families Throughout the Region

## Patient Support Services

Greater Family Health strives to remove the barriers that keep our patients from achieving greater health. Patient resources include:

### TRANSLATION SERVICES

When it comes to health, our team speaks many different languages including Spanish, Gujarati, Hindi, Urdu, Polish, Tagalog, Russian and more. Our forms are translated too. We provide professional translation services for all languages, including sign language.

### HEALTH BENEFITS ENROLLMENT

Greater Family Health has a team of specialists ready to help patients apply for health benefits coverage. We'll help determine which type of plan each patient qualifies for, whether that be a public or private insurance plan. Patients are assisted with benefits enrollment by an appointment with a certified professional.



### DISCOUNTED PHARMACEUTICALS

Greater Family Health participates in the federal 340B Drug Discount Program. We'll assist patients in seeing if they qualify. Eligible patients will receive significant discounts by using one of our various pharmacy partners.

### TRANSPORTATION ASSISTANCE

We offer transportation assistance. Our telephone operators can offer more information when appointments are made. Insurance carriers may also offer transportation assistance for non-emergency visits, which our professionals can help coordinate.

### CARE AND CASE MANAGEMENT

We understand the complexities of navigating the health care environment. Greater Family Health offers several care/case management programs which effectively help our clients and patients receive additional services and care according to their individualized treatment and services plan.



## Greater Quality Care

Greater Family Health is the region's premier Federally Qualified Health Center, providing the full range of quality, affordably priced, fully integrated primary care services. As a FQHC, Greater Family Health respects and cares for every person of the underserved community.

One of our core philosophies is providing the highest quality of care possible. The quality of care is documented in many ways.

### Outstanding Patient Satisfaction Results

Greater Family Health has been collecting Patient Satisfaction Surveys since 2005 and our overall patient satisfaction score has never gone lower than 93%. Patients are surveyed quarterly, and the results are made available on our website.



### National Recognition

Greater Family Health was the first FQHC in Illinois that was awarded the Million Hearts Hypertension Control Champion for having achieved hypertension control rates of at least 80% amongst patients.



**Greater Family Health received all but one possible National Award, all in recognition of excellence in the care provided to its patients.**

### The Joint Commission

Greater Family Health earned Joint Commission accreditation and certification as a Primary Care Medical Home (PCMH) and is one of only 10% of ambulatory health centers in the U.S. to qualify for this designation. To maintain its Gold Seal of Approval,<sup>™</sup> Greater Family Health must undergo an unannounced survey every three years, evaluating compliance with the most comprehensive quality standards in the United States.

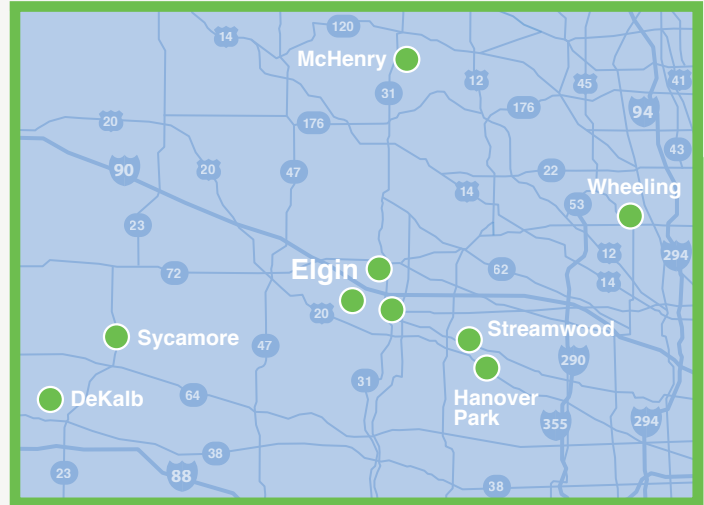


# Our Family of Health Centers Is Close to Your Family

You'll find convenient access to nationally recognized health care at our nine Health Centers near your home, work, or school, with Virtual Visits also available.

**Call or visit our website  
for more information or  
an appointment today!**

**844.599.3700**  
**GreaterFamilyHealth.org**



#### **DeKalb**

2550 N. Annie Glidden Rd.

#### **Elgin**

450 Dundee Ave.

373 Summit St.

1435 N. Randall Rd. Suite 408

#### **Hanover Park**

1515 E. Lake St. Suite 202

#### **McHenry**

3901 Mercy Dr.

#### **Streamwood**

135 E. Irving Park Rd.

#### **Sycamore**

165 E. Plank Rd.

#### **Wheeling**

300 McHenry Rd.