http://healthcarewebsite.net/tbc/patient-info/faq/

FAQ

Get Answers to Frequently Asked Questions about The Block Center

What does the Block Center do?

The Block Center, located adjacent to Chicago in Skokie, Illinois, is an out-patient treatment clinic specializing in providing cancer care. Established in 1980, the center’s approach to patients and treatment combines state-of-the-art conventional therapies with an integrated multi-disciplinary complement of therapies that encompasses nutritional, nutrient and botanical supplementation, psychological, physical and biobehavioral components. All treatment regimens are underscored by a dedicated commitment to treating each patient as a whole individual, rather than treating only the diagnosed disease. All Block Center patients are encouraged to become active participants in the planning and implementation of their treatment, and all treatment regimens are individually formulated for the person’s unique physical and emotional situation.

Does the Block Center see only cancer patients?

While years of research and clinical practice have established the Block Center as a leading cancer treatment institute, since its establishment the center has been a facility for whole mind-body health and wellness. An adjunct facility, The Center for Optimal Health, offers appointments for all people seeking an integrated, comprehensive and fully individualized ~~mind-body~~ approach to medical care, general healthfulness and disease prevention. The Center for Optimal Health is located in offices on the Block Center premises.

What are the professional credentials of the Block Center staff?

The Block Center team includes board-certified physicians and oncologists, medical researchers, registered nurses, registered dietitians, exercise specialists, ~~clinical psychologists~~ clinical social workers and professional counselors, ~~oncology psychotherapists~~, certified sleep specialists, lifestyle counselors, and licensed massage and specialists in oncology bodywork therapy. Most have received advanced training and/or additional post-graduate certifications, and serve on the boards or are members of prominent medical organizations and professional societies.

What is the Block Center’s approach to cancer treatment?

The most effective cancer treatment for any individual must be designed to meet that person’s unique physical, biochemical and psychosocial characteristics. Therefore, the Block Center designs each patient’s treatment program individually by using a series of thorough diagnostic tools that consider medical history and dietary, physical, psychological and lifestyle habits, biological condition and emotional well being, and comprehensive laboratory testing, including advanced nutrient and molecular laboratory assessments. Once these evaluations are completed, a treatment plan is devised to take advantage of the person’s unique biochemistry, the disease itself and the ways in which conventional and complementary therapies can work synergistically to aid his or her body in recovery.

How long should I expect to stay at the Center on my first visit? (Note, there is a glitch in the font in the words “first visit”. Looks like it stops being bolded in the middle of “first”.)

Because of the individualized nature of treatment, the length of each visit varies. To provide the best care possible, our doctors and complementary care specialists conduct a thorough intake process. During your initial visit, please allow at least half of a day for your medical consultation and introduction to the Block Integrative Nutritional Therapy program. We strongly encourage you to also make appointments with our complementary care providers, which, if taken full advantage of, could extend your visit to a total of 3 days.

Is the Block Center an in-patient facility?

The Block Center is an outpatient facility. If our comprehensive program requires you, a family member or friend to be at the center for more than one day, we are in close proximity to many hotels and bed and breakfasts, several of which offer discounts to Block Center patients and their families or care givers. When there is a clinical need, we are able to coordinate extended stays and hospitalized care. Additionally, we are closely affiliated with nearby medical facilities to oversee and provide you with hospital based services such as 64 slice CT scanning, radiofrequency ablation and surgery.

Does the Block Center perform radiation or surgery?

No, but if you have received a diagnosis of cancer, or believe that you may have cancer and come to us seeking a diagnosis, we can refer you to nearby physicians and medical facilities that provide the full range of medically advanced radiological and surgical treatment options in concert with the chemotherapy and combination therapies in which the Block Center specializes.

Through our multi-faceted [*Note: put a hyphen in multi-faceted -- DONE*] cancer care programs, we can significantly assist those with cancer in best preparing themselves physically and psychologically for needed surgical and radiation cancer care options.

Does the Block Center take insurance?

Yes. We accept all major insurance plans including Medicare. We understand that financial and insurance concerns can cause additional undue stress at an already stressful time. The Block Center has insurance specialists who work with you and your insurance company to maximize the benefits to which you’re entitled.

Although filing a simple dental claim may be a familiar process, the procedures required for reimbursement of cancer treatment services can be far more complicated. While the Block Center insurance procedure is one that is standard in hospitals and private practice clinics across the country, that does not make the process any less complicated. We differ from other providers by offering to assist you at every step along the way.

No two insurance companies or plans are identical. We will communicate with you as often as is necessary to help you navigate the murky waters of insurance reimbursement, and we’ll attempt to help you get a handle on what you can expect to pay. Other resources that may be helpful to you are your employer’s Human Resources Department or your insurance carrier’s Patient Information Hotline.

If our physicians are not in your insurance network, it does not mean you can’t receive treatment at the Block Center. Most insurance plans have in-network and out-of-network benefits, and we are frequently successful in providing you with coverage that comes close to in-network coverage.

On your behalf, the Block Center submits all claims for you to your insurance carrier. YOU DO NOT have to pay for your treatment up-front, nor wait to be reimbursed by the insurance company later.

Many insurance companies require pre-certification for certain treatments, such as chemotherapy, CT Scans, PET scans, etc. We handle all this work on your behalf in order to ensure that you meet all required pre-certification criteria and deadlines.

How can I make an appointment?

To make an appointment, please call the Block Center at: 1-877-41-BLOCK. Our patient advocates are available to speak with you from 9 a.m. to 5 p.m. (

Central Time), Monday through Friday. Or, you can send us a message anytime.

If you have any additional questions, or to schedule an appointment, call 1-877-41-BLOCK. You can also request an appointment using our easy online form.