




















































































































































Customer Service and Internet Capabilities

Customer Service Capabilities: Many Care Systems have developed innovative programs and service enhancements to better meet your needs. This information will help you learn about some of the programs and capabilities that Care Systems have in place to positively affect your care experience.

Care Systems		Customer Service Capabilities							
 Cost Group 1	Evening and Weekend Appointments	Same Day Non-Urgent Appointments	24-Hour Health Advice Line	Electronic Medical Records	Electronic Prescribing	Health Education Programs	Tracking Systems to Ensure Ordered Tests are Completed	Tr	
Access Quality Care System									
Aspen Medical Group									
Dakota Clinic									
Family HealthServices Minnesota, P.A.									
HealthPartners Medical Group & Clinics									
Lakeview Health Care System									
MeritCare Health System									
Minnesota Healthcare Network									
 Cost Group 2									
Abbott Northwestern PHO Care System									
Allina Medical Clinic Care System									
CareNorth Health System									
Fairview Physician Associates									
Fairview Red Wing Health Services									
HealthEast Care System									
HealthPartners Central Minnesota Clinics									
Midwest Community Providers									
North Clinic Care System									
Park Nicollet/Methodist Care System									
Regional SelectCare System									
 Cost Group 3									
Children's Physician Network									
Hennepin Faculty Associates									
Mayo Clinic Rochester/Mayo Health System									
North Memorial Care System									
University of Minnesota Physicians Care System									

 Available in all sites

 Partially available or available only in some sites

Internet Capabilities: There is growing interest among individuals to utilize the Internet as a tool for connecting with their health care providers. You can use the information below to find the Care Systems that offer services through the Internet.

	Internet Capabilities							
Tracks Speed of Response to Patient Complaints	Appointment Scheduling	Billing, Record Requests, etc.	Prescription Refills	Lab Result Reporting	Reminders	Physician Visits	Physician Bios and/or General Background Information	Research Information on Specific Conditions
●	◐	◐	○	◐	◐	○	●	◐
○	○	○	○	○	○	○	◐	○
●	○	○	○	○	○	○	●	○
○	○	○	○	○	○	○	●	◐
○	●	◐	◐	◐	◐	◐	●	◐
●	●	●	○	○	○	○	●	◐
	○	◐	○	○	○	○		
○	○	○	○	○	○	○	●	●
○	◐	○	◐	◐	○	○	○	◐
●	◐	○	○	◐	○	○	●	○
○	○	○	○	○	○	○	◐	○
○	◐	◐	◐	◐	◐	◐	●	◐
	●	●	●	●	●	●		
●	◐	◐	○	○	○	○	●	◐
●	●	◐	○	○	○	○	●	○
	○	○	○	○	○	○		
●	○	●	●	●	○	●	●	●
●	◐	○	○	○	◐	○	●	●
○	○	○	○	○	○	○	●	○
●	○	○	○	○	○	○	●	●
●	○	○	○	○	○	○	●	●

tes

○ Not available

○ No information submitted