

# FAQ Sheet

## Lake Crystal Clinic Transition to MCHC

### **What phone number do I call for an appointment?**

If you are calling before August 1st to schedule an appointment with Dr. Wilkinson please call 507.642.5200 (MCHC in Madelia). If calling after August 1st, please call 507.726.2136 (MCHC-Lake Crystal).

**What will the hours be?** Monday through Friday from 8 a.m. to 5 p.m.

### **What services are offered?**

Our providers see patients of all ages, from children to older adults. We care for acute illnesses and minor injuries, chronic disease and medication management, immunizations, well-child care, sports physicals, adult physicals and preventive health care. Dr. Wilkinson will also do inpatient visits for residents of Crystal Seasons in Lake Crystal. Some laboratory tests and services will also be offered on-site.

### **Will you have COVID-19 Testing?**

Concerns and questions regarding COVID-19 testing and symptoms should be referred to our facility in Madelia. Please call 507.642.5200 or 507.642.3255.

### **How do I know if MCHC-Lake Crystal is in-network?**

MCHC accepts the majority of insurance company policies used in our area, but you should check with your insurance company to be sure. If you have been seen by Dr. Marc Wilkinson in Madelia, the coverage should be the same.

### **Will you accept walk-ins?**

Appointments are always preferred, but we will accept walk-ins as needed.

### **Will you have interpreting services?**

We will have an interpreting service available for all languages.

### **Does MCHC-Lake Crystal have a patient portal?**

There is a patient portal. If you have signed up through the Mankato Clinic, you will have to sign up again through the MCHC portal. It is the same program, but a bit different technology system. If you have already signed up for the portal through MCHC, no changes will be needed.

### **Where will my bills come from?**

Your bills will come from MCHC for any appointments after August 1, 2020.

### **Can I pay online?**

Yes, bills can be paid online, dropped off or sent in the mail. We accept cash, check or credit cards. A link for our bill pay site is on the MCHC website at: [www.mchospital.org](http://www.mchospital.org)

### **Who should I contact with additional questions?**

Email or call Cindy Lehman, MCHC Clinic Manager: [cynthialeh@mchospital.org](mailto:cynthialeh@mchospital.org) 507.642.5200

We don't just care for you, we care *about* you.

