



4.9 ★★★★★

502 Ratings

Charlotte Shum, MD

Northwestern Medical Group

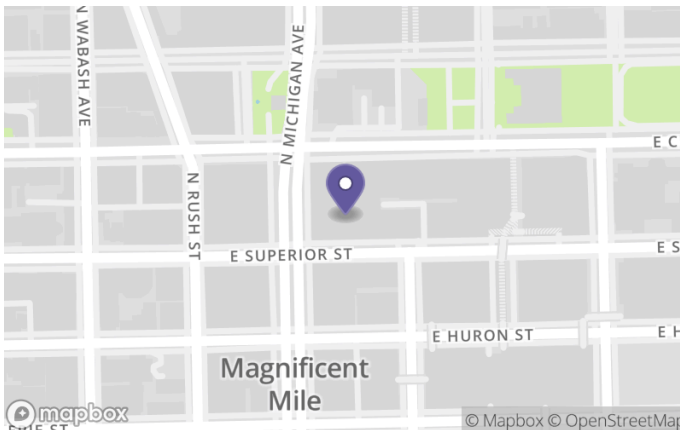
Primary Specialty

Hand Surgery

Secondary Specialties

Orthopaedic Surgery

Location



Northwestern Center for Hand Surgery

737 N Michigan Ave Ste 700
Chicago, IL 60611
📍 0.16 mi

312.337.6960
f 312.337.3601

Insurance Accepted

Insurance plans are subject to change. View insurance plans accepted at each hospital and by each NMHC physician group.

Practice Groups and Affiliations

Medical Group Northwestern Medical Group

Alignment Category Northwestern Medicine Physician Network

On Medical Staff At

Northwestern Lake Forest Hospital
Northwestern Memorial Hospital

Education

Medical Education

MD, Columbia University Vagelos College of Physicians and Surgeons - 1996

Residency

New York Presbyterian Hospital (Columbia Campus) - 2001

Fellowship

Hospital for Special Surgery/Cornell Medical Center - 2002

Board Certifications

American Board of Orthopaedic Surgery - Orthopaedic Surgery (Certified)

American Board of Orthopaedic Surgery - Surgery of the Hand (Certified)

Ratings & Reviews

At Northwestern Medicine, our patient's feedback is important to us. While different care providers have their own unique strengths, we strive to be as transparent as possible with our quality of care. [Read more](#)

Care Provider Ratings

Overall rating

4.9



502 Ratings

Reviews From Patients

313 Reviews

AUGUST 30 2022

The staff is great

AUGUST 16 2022

No one never came in the room to let me know that she was running behind schedule. I told her nurse that I had another appointment at 11:30 and she she the doctor was coming right in and after waiting another 35 minutes she never came in.

AUGUST 13 2022

Caring, compassionate, and thorough.

AUGUST 13 2022

She was very detailed with describing my condition and options

AUGUST 12 2022

She is very professional and compassionate

AUGUST 11 2022

She explain my problem and provide different options to resolved my problem

AUGUST 11 2022

Out of the 4 doctors I have seen throughout my therapy, Dr. Shum is the only one who made me feel like she was totally concerned about my wellbeing. During evaluations, my previous doctors examined me from their desk chairs-from a distance. Dr. Shum did not only consult my X-rays. Dr. Shum showed compassion and gave me a very careful physical examination.

AUGUST 9 2022

She's good and straightforward.

JULY 30 2022

Attentive and very professional

JULY 28 2022

Liked her. She gave me the time I needed to ask questions.

JULY 26 2022

Thorough and spent proper amount of time explaining the injury.

JULY 25 2022

Professional Sincere/Compassionate Expertise

JULY 19 2022

Her bedside manner, she yells at patient while explaining results and treatment plan, is impatient, told me to go to Rush, never heard back from my MRI until 5 weeks later at my appt. She minimized my MRI results saying it was just "arthritis flare" . I am an RN and when I questioned her that a flare could last 5 months? She appeared offended that I would question her. And when I asked 6 findings on my MRI to explain those she appeared was annoyed that she needed to do that(2 cyst , tendon tear, joint synovitis etc) her only option she gave me was a cortisone shot in my wrist-that was extremely painful!!

JULY 14 2022

She explain to me very clearly

JULY 14 2022

Wonderful, kind, and compassionate provider. I feel safe....

JULY 12 2022

Dr. Shum is very thorough and really explains things well.

JULY 11 2022

Dr. Shum is excellent, efficient and kind.

JULY 7 2022

Kind and caring

JULY 7 2022

Dr. Shum was very knowledgeable, although her explanation of my condition and treatment were very fast, possibly because I had this condition before in the other hand. I had to ask her to write down her summary of recommendations and treatment, which she did.

JULY 5 2022

Knowledgeable & good communicator

JULY 5 2022

Friendly and professional.

JULY 5 2022

Professional. Friendly caring with great staff.

JULY 2 2022

I like her. She was thorough, explained everything.

JUNE 28 2022

Took time to thoroughly explain pros/cons of further treatment. Clinical skills are excellent. Outcome fantastic!

JUNE 27 2022

All the reasons I have enumerated above before you think I was paid to comment about her taking good care of me as if she was my mom. I am an atypical 77 year old senior female black American grateful that I am her her care.

JUNE 27 2022

Dr. Shum is fantastic! very caring and thorough

JUNE 26 2022

Due to the quality of care I received, I would recommend Dr. Shum, MD.

JUNE 23 2022

She was great every thing she went over was explained clearly.

JUNE 17 2022

The doctor took the time to explain, answer questions & I felt respected.

JUNE 16 2022

She give all her attention and explain to me to understand was going on with my hand

JUNE 14 2022

With the amount of time that had to be spent with the doctor, she was attentive and thorough in her

It's the second time I've had to see her and both times she was attentive and thorough in her explanations.

JUNE 14 2022

Being satisfied with the level of care I receive drives my recommendation to others, therefore, I would highly recommend Dr. Shum.

JUNE 9 2022

she takes time to explain things carefully, goes over options, and is willing to discuss pros and cons. she makes recommendations, but stresses that the final decision is the patient's to make. i don't feel pressured in any way. i also appreciate her straight-forward no nonsense approach.

JUNE 7 2022

She examined my hands thoroughly and did an outstanding job of explaining my problem and the options for dealing with it.

JUNE 2 2022

Good care and pleasant person.

MAY 31 2022

Great

MAY 31 2022

She kept it real ,got me to move my hand. Thank You Doctor ??????... I AM MOVING MY HAND MORE EASILY AND NO PAIN... EXCELLENT ??????????????????????

MAY 31 2022

very personable and knowledgeable

MAY 17 2022

She is and was so comfortable to talk to. An amazing Doctor she is. Bless her.

MAY 17 2022

Very kind and very helpful

MAY 17 2022

She knows what she's doing. Great bedside manner

MAY 17 2022

She was very helpful, explained options and then proceeded in providing the treatment in a caring way.

APRIL 26 2022

Good advices

APRIL 25 2022

She takes her time

APRIL 17 2022

APRIL 12 2022

She was great: professional and friendly (great humanity, caring). Explained treatment options and possible outcomes. And when I made a procedure decision she handled it in the appointment - which was what I hoped for prior to me visit.

APRIL 12 2022

Nice

APRIL 5 2022

Dr. Shum has been wonderful. Straight forward but sensitive to my issues. Very proactive, but very sensitive to issues of a cast

APRIL 5 2022

She took her time checking my hand and explaining what's going on with my hand.

APRIL 5 2022

Charlotte Is rude...

APRIL 5 2022

Great recommendations and care!

APRIL 2 2022

again, great care and response

APRIL 1 2022

Listen to my wishes .

MARCH 29 2022

Professional, courteous, and friendly. Her explanations are clear and concise.

MARCH 26 2022

She is Awesome! She is wonderful! ... everything about her is perfect, she was very kind, professional, she spent time for my hand pain and explained in detail, she really did care for me and walked with me to the other room for my hand brace. She was just like myself and reminded myself how I did care for my patients when I was practicing back in the country where I was born and for every each patient I treated with highest care and responsibility! I hope Northwestern hire more doctors like Dr. Shum! GOD BLESS HER??????

MARCH 25 2022

Because they give you the best explanation and attention.

MARCH 19 2022

Dr Shum explains the injury and the plan for therapy and appropriate expectation for time and therapy required for complete recovery.

MARCH 19 2022

She has been very helpful with her professional work.

MARCH 15 2022

Dr. Shum was thorough in her examination and explained my options and considerations for next steps. She was astute in considering / understanding my lifestyle, future well-being, and concerns about proposed solutions.

MARCH 10 2022

She listened and explained her diagnosis thoroughly.

MARCH 8 2022

Dr Shum is excellent. She's personable and all business. She puts you at ease and you don't feel as if you're just a number. She genuinely cares

FEBRUARY 28 2022

Dr. Shum is clear and concise about how to care for injuries and optimistic about the best outcome for her patient.

FEBRUARY 24 2022

Straightforward person, can be good or bad.

FEBRUARY 24 2022

Very thorough

FEBRUARY 22 2022

Attentive, friendly, precise

FEBRUARY 19 2022

Dr Shum did an excellent job of explaining my surgery in advance and preparing me for the type and length of rehab. The surgery was very successful. Linda Lai OT was exceptional. Very thorough and patient. Her therapy was very, very helpful.

FEBRUARY 18 2022

Because they have the best attitude and make me feel that I have all the atención.

FEBRUARY 15 2022

Great Doctors and staff

FEBRUARY 11 2022

She was very professional and explained condition .

FEBRUARY 11 2022

Pleasant and caring personality. Asks good questions and offers options for treatment.

FEBRUARY 4 2022

Because they have the best care for me I am grateful for the way they treated me.

FEBRUARY 2 2022

She explained very well and spent nice amount of time.

JANUARY 25 2022

Knowledgeable and caring attitude toward her patients.

JANUARY 25 2022

Dr Shum is an excellent doctor. She is knowledgeable and makes good recommendations regarding the course of care.

JANUARY 25 2022

excellent attention to my concerns

JANUARY 24 2022

She has patience with patients and explain the case to the patient.

JANUARY 18 2022

professionalism

JANUARY 17 2022

Excellent Dr. According to my experience.

JANUARY 15 2022

She was recommended to me by a friend. She is as outstanding as I had been told.

JANUARY 13 2022

Very personable Explained everything

JANUARY 13 2022

Smart and friendly

JANUARY 13 2022

She explains everything and is actually fun to see.

JANUARY 11 2022

She's a busy lady and because she takes time with each patient..

DECEMBER 27 2021

Dr. Shum is a very competent doctor and takes personal interest in patients.

DECEMBER 21 2021

She is professional and really wants to help you get the care you need.

DECEMBER 21 2021

She explained everything clearly and succinctly.

DECEMBER 18 2021

Dr. Shum was personable and caring. She was incredibly kind, knowledgeable, and professional with all the support staff as well.

DECEMBER 14 2021

She is caring, do very good examination and explaine what's going on.

DECEMBER 7 2021

Experienced, competent, kind. Explains thoroughly

DECEMBER 7 2021

Because she is great and cares about you and asks all your questions and she is very good in what she does

DECEMBER 4 2021

very personable and clear with her explanation of my injury.

NOVEMBER 18 2021

Excellent Doctor

NOVEMBER 16 2021

Again think she is great

NOVEMBER 16 2021

Dr.Shun Took her time and explained everything.

NOVEMBER 16 2021

She is a good doctor.

NOVEMBER 16 2021

Knowledgeable, answers questions clearly, explains things in easy to understand language, caring

NOVEMBER 15 2021

She is easy to talk to. Good at her job.

NOVEMBER 6 2021

I felt that Dr. Shum was thorough in explaining my choices, risks associated with different treatment plans and displayed great confidence in her skills as a surgeon.

NOVEMBER 5 2021

Dr Shum is patient, knowledgeable and friendly. she takes her time to make sure i understand what is currently happening

NOVEMBER 4 2021

Good care. Took the time to explain everything.

NOVEMBER 2 2021

Came highly recommended. Caring and competent. Listens and answers questions fully

<http://www.feinberg.northwestern.edu/faculty-profiles/az/profile.html?xid=29340>