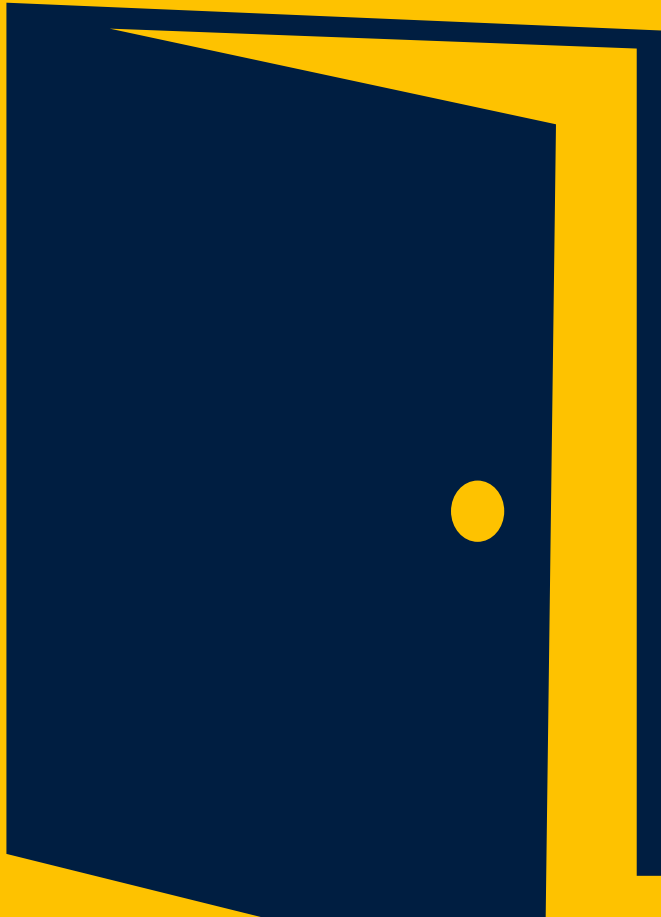


WELCOME TO OUR OFFICE

PATIENT GUIDE



**UNIVERSITY OF
MICHIGAN HEALTH-WEST**
MICHIGAN MEDICINE

UofMHealthWest.org

Welcome to Our Office

We are so glad you've chosen a University of Michigan Health-West physician and look forward to being a great partner in your care. We promise to do all we can to provide the best patient experience and appreciate your cooperation with our office policies. Your clear understanding of these policies is important, so if you have any questions, please don't hesitate to ask.

Appointments

In order to see all of our patients in a timely manner, it's very important that you arrive to the office 15 minutes before your scheduled appointment. This will give you time to fill out any paperwork.

After Hours Care

Medical issues that cannot wait, please use our On Demand virtual appointment services available Mon-Fri from 5 pm-10 pm.

- On call providers will call you back from a blocked number. Have your phone ready.
- Antibiotics will not be called in without the patient being seen for an appointment.
- Prescription refills cannot be called in after hours. Please use MyChart to request a refill.

Go to the emergency room or call 911 for serious symptoms (heart attack & stroke). Do not waste valuable time, minutes matter.

Saturday Care

University of Michigan Health-West offers Saturday Care at several of our health centers. This walk-in service is available for minor emergencies and illnesses. Visit UofMHealthWest.org for more information.

Cancellations and No-Shows

If you have to cancel an appointment, please contact us at least one business day in advance. If you fail to keep your appointment and do not cancel, you will be considered a "no-show."

Accumulating three no-shows within a six-month period may require that you seek your medical care elsewhere. We certainly understand that things happen that are out of your control and want to be understanding of special circumstances. We are happy to discuss your situation if you are delayed or can't make an appointment.

Consents

The legal parent or guardian of a child 17 years of age or younger must be with the child on their first visit. After that, if someone other than the parent or legal guardian is bringing the child to our office, the parent or guardian needs to provide that adult with a signed and dated note that the child may be seen and treated. We also need the social security number of a minor child.

Child Supervision

We realize that family members, including children, often accompany patients. Because we are concerned about the safety of your children, please make sure a responsible adult supervises them during your visit. Children should not be left unattended in the waiting room or hallways.

Your Medical Home

University of Michigan Health-West provides family practice and specialty care at health centers across West Michigan. They all adhere to the standards of a Patient-Centered Medical Home. You can count on our doctors to partner with you to improve your health. Our sites also use state-of-the-art information technology to ensure your care is managed accurately and efficiently.

RXInform

We have partnered with RXInform, a secure platform which provides education, savings cards and pickup reminders via text message for some prescriptions.

Prescription Refills

1. Request a refill through MyChart

2. Call the Prescription Hotline

If you call to have a prescription refilled, please have the following information available:

1. Name of the medication, dosage and frequency of administration
2. Name and phone number of your pharmacy
3. Name, date of birth and phone number of the patient
4. Name of person calling

Prescription refills take 1-2 business days to process, so please call several days before your prescription is due to run out.

NOTE: If you have not been a patient at our office before, we cannot refill your medications from another physician. Please call and schedule an appointment with one of our doctors. If you are a current patient and it has been a while since your last visit, you may be asked to see a physician before refills can be authorized.

Your Medical Records

Your medical record is the property of University of Michigan Health-West, and we safeguard it through following and implementing the Federal Regulation of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other State and Local Laws. You have a right to access your medical records under HIPAA, and we offer options for secured access (MyChart or the Health Information Management department). Additional rights of yours, as well as ways in which we may release your medical record/protected health information without your authorization, can be further explained in the Notice of Privacy Practices (The Notice). The Notice can be found at UofMHealthWest.org. At the bottom of the page click on "Patient Privacy," or you can obtain a paper copy. Multiple language translations are available.

MyChart

This free, online service gives you secure access to portions of your medical history and lets you interact with your doctor when it's convenient for you. You can renew prescriptions, schedule appointments and email your doctor from your own computer or mobile device. **Ask us about signing up.** Please note that scheduling appointments with a University of Michigan Health-West specialist is not available through My Chart.

Insurance

We accept many insurance plans. Please call your insurance company before making an appointment to make sure your insurance is accepted at our office, and bring your proof of insurance with you. If you are an established patient and your insurance changes, let us know when you make your appointment. We will bill your insurance provider as a service to you, but you are responsible for any co-pays, deductibles and non-covered services at the time of your visit. We cannot guarantee that all services and therapies we provide or recommend are covered by your insurance, so it's important that you contact your insurance carrier ahead of time to verify coverage.

Payment Options

If you do not have insurance, University of Michigan Health-West is proud to offer a 40 percent Community Benefit Discount on your care. Payment is expected at the time of service, but we are understanding of special circumstances. That's why we offer our Care Payment plan—a 25-month, interest free payment option with low monthly payments.

Termination from Practice

At University of Michigan Health-West, we work hard to make sure you have a good relationship with your doctor; one that is based on trust and common goals. Sometimes, in spite of best intentions, there are reasons a doctor has to stop seeing some patients. Some reasons may include: not following a care plan, missed or canceled appointment without prior notification, harassing or threatening behavior or not paying bills.

Join the Patient Family Advisory Council

Patient and Family Advisory Councils (PFACs) are made up of patient and family advisors who provide their perspective and feedback at specific clinics. Though each PFAC has unique qualities and priorities based on the area they represent, each has an overarching mission to help sustain a culture of true collaboration and partnership among patients, families, staff, and faculty throughout the entire care process.

If you are interested in joining a PFAC, please submit an application at UofMHealthWest.org/PFAC.



URGENT SITUATIONS Know Where To Go

PRIMARY CARE – CALL YOUR DOCTOR FIRST*

If you have an urgent medical need during normal business hours, please call our office first. We will help you determine whether you need to visit the emergency room or if we can see you at the office. If your need arises after hours, you should still call our office and get assistance from our answering service, which will contact your doctor if necessary.

URGENT CARE

You may need to go to urgent care if your condition isn't life-threatening but needs to be taken care of right away, especially when your doctor's office is closed. In most situations, you'll save time and money by going to urgent care instead of the emergency room.

Urgent Care | 616.252.4010 | 9 am-9 pm
4055 Cascade Road SE | Grand Rapids, MI 49546

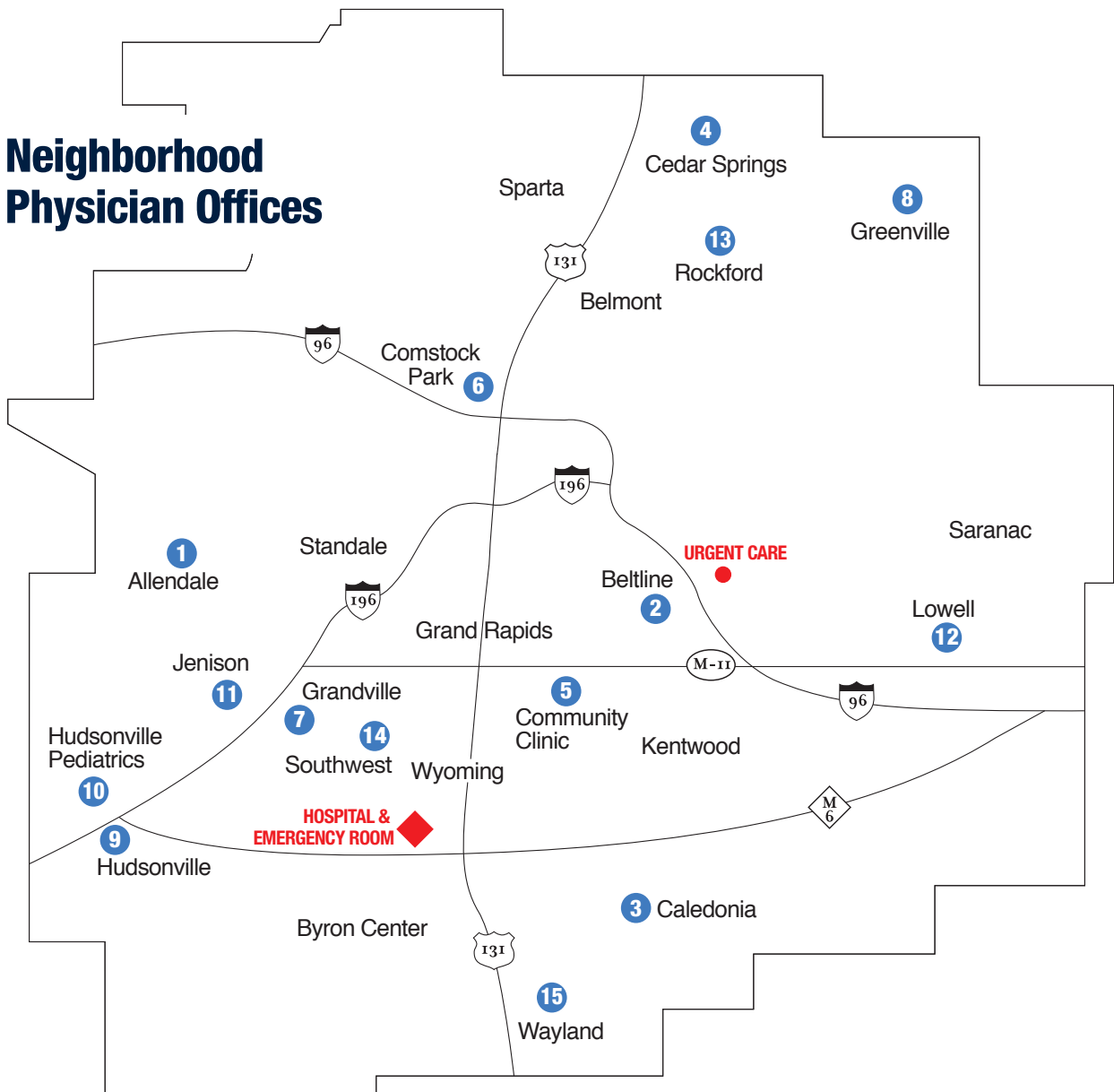
EMERGENCY ROOM

The emergency room is the best place for treating severe and life-threatening conditions and has the widest range of services for after-hours care.

Hospital | 616.252.7123
5900 Byron Center Ave. SW | Wyoming, MI 49519

*** In a life-threatening emergency,
call 911 immediately.**

Neighborhood Physician Offices



1 Allendale Health Center
4830 Becker Drive
Allendale, MI 49401
616.252.3900

2 Beltline Health Center
1310 East Beltline SE
Grand Rapids, MI 49506
616.252.1500

3 Caledonia Health Center
8941 N. Rodgers Ct.
Caledonia, MI 49316
616.252.5300
877.244.2865 toll-free

4 Cedar Springs Health Center
14211 White Creek Rd.
Cedar Springs, MI 49319
616.252.6300

5 Community Health Center
781 36th St SE
Wyoming, MI 49548
616.252.4100

6 Comstock Park Health Center
4200 N. Division
Comstock Park, MI 49321
616.252.1600

7 Grandville Health Center
4285 Parkway Pl SW
Grandville, MI 49418
616.252.4300

8 Greenville Health Center
1915 W. Washington
Greenville, MI 48838
616.252.5942

9 Hudsonville Health Center
3912 32nd Ave.
Hudsonville, MI 49426
616.252.8700

10 Hudsonville Pediatrics Health Center
2917 Port Sheldon St.
Hudsonville, MI 49426
616.252.5437

11 Jenison Health Center
7686 Georgetown Center Dr.
Jenison, MI 49428
616.252.8600

12 Lowell Health Center
2550 West Main St.
Lowell, MI 49331
616.252.5600

13 Rockford Health Center
4685 Belding Rd.
Rockford, MI 49341
616.252.3100

14 Southwest Health Center
2215 44th St. SW
Wyoming, MI 49519
616.252.8300

15 Wayland Health Center
1113 West Superior
Wayland, MI 49348
269.792.3400
616.252.3400