

## OFFICE POLICIES

### DAY OF YOUR APPOINTMENT

If you are new to our practice please

- Arrive 15 minutes prior to your appointment time
- Fill out the New Patient Registration found on our website: [www.westmichiganendocrine.com/patient-information](http://www.westmichiganendocrine.com/patient-information)
- Make sure we have all medical records from your previous physician before your appointment.
- Bring your Insurance Card and Driver's license

If you are coming in for a return visit, please bring your:

- Insurance card
- Driver's license
- Updated medication list including vitamins and supplements

All patients will be required to complete an update of the General Consent to Treat Form and release of information every three (3) years.

Please understand that not all patients require the same amount of time with the doctor and that urgent situations do occur, therefore some delays are unavoidable. We will do our best to keep you informed of these delays. Your patience in these situations will be greatly appreciated. We are happy to reschedule your appointment if need be.

If you arrive late to your appointment, your provider will do their best to see you but you might need to wait until other patients have been seen.

### OUR TEAM'S RESPONSIBILITIES TO YOU

- Treat you with integrity, candor, empathy and respect.
- Honor the confidences you entrust to us.
- Remain conscious of our limitations and refer to another physician when needed.
- Return messages left for us within 5 business days.
- Refill med requests within 2 business days.
- Address lab results and study results within 5 business days of receiving them.

### OUR TEAM'S REQUESTS FOR PATIENTS

- Please leave messages for medication refills during office hours. Office hours are Monday-Thursday: 8:30a-4:30p, Friday: 8:30a-12:00p. **You will receive a \$50.00 charge for after hours calls for refill requests.**
- Please limit non-urgent questions to office hours. **After hours calls that are determined to be non-urgent may result in a \$50.00 fee.**

- My Chart Communications:
  - If you are reaching out to the clinical staff, please limit communications to medical questions and concerns.
  - If you have more questions than can be adequately addressed in a message, we might choose to arrange for a visit.
- Please allow 5 business days from the time that you receive your results in My Chart before contacting us with questions about your results.
- Please notify our office if labs were performed outside of the Corewell system if you've not heard back from us about your results within 5 business days.
- Patients and accompanying family and friends should refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff. The following behaviors are prohibited and may result in your immediate dismissal from the practice:
  - Physical assault or inflicting bodily harm
  - Rude behaviors in person or through written, verbal or electronic communication, including but not limited to: Profanity, harassment, offensive or intimidating statements or gestures and threats of violence
  - Racial or cultural slurs or other derogatory remarks associated with race, language, or sexual orientation
  - Requests that would constitute illegal or unethical behavior.

### **LATE/CANCELED APPOINTMENTS**

We entrust you to keep your scheduled appointment and arrive on time. We do understand occasional circumstances do occur which make keeping your appointment impossible. If you need to cancel or reschedule, please do so no less than 24 hours before your scheduled appointment so that we can open up your time slot for another patient. By doing so you will not incur the \$100.00 missed appointment fee. If you are running late for your appointment, please notify our office so that we may see the next scheduled patient early if possible. Your provider will do their best to see you if you arrive late.

### **AFTER HOURS PHONE CALLS**

Our team is available after hours for urgent issues only. After hours calls are for urgent issues only that cannot wait until the following business day. After hour calls that are determined to be non-urgent may result in a \$50.00 fee.

After hours calls to request prescription refills will result in a \$50.00 fee.

### **PATIENT SATISFACTION AND PATIENT RIGHTS**

Your suggestions and comments are important to us and always welcome. Should you have any concerns, please give us a chance to address them. You may contact any member of our team via email or by phone. If you feel that your private health information (PHI) has been shared inappropriately, you have a right to complain. We will not retaliate against you for filing a complaint. For more information on your rights regarding your PHI and how to file a complaint, see the Notice of Privacy Practices.

West Michigan Endocrine  
5060 Cascade Road, Suite C1  
Grand Rapids, MI 49546  
P: 616.255.9521  
F: 616.255.9627  
contact@westmichiganendocrine.com