

## We welcome you as a patient...

and appreciate the opportunity to provide you with medical services.

The information that follows is designed to answer many of the questions most patients have.

We want you to know about our policies and methods of practice.

The more you know,  
the more we can be of service.

If there are any questions,  
however, please ask since we  
do want to be of help.

Everyone in this practice operates  
as a team member.

All have been trained as professionals  
and we take pride in our  
professional capability.

### Practice Hours

Appointments for routine problems and follow-ups  
are available on the following schedule:

Monday	8:00 - 12:00, 1:00 - 6:00
Tuesday	8:00 - 12:00
Wednesday	8:00 - 12:00
Thursday	9:30 - 12:00, 1:00 - 4:30
Friday	8:00 - 12:00

### Appointments

We try to see all patients on an appointment basis, and we request that you call in advance so that we can reserve time for you. The office telephone number is (248) 647-5660. We make every effort to honor all time commitments and request that you extend the same courtesy to us. On occasion emergencies can cause problems, and whenever possible, you will be fully informed if there will be any delays because of this.

### Emergency Care

We recognize that you have an emergency situation arise, and we will do our best to respond to your problem promptly. In the event of a severe situation, or one in which you are in doubt, go immediately to the emergency room of the nearest hospital and ask them to contact your doctor. If the situation is not that severe, but one where you wish contact with your doctor, please telephone and the doctor will be in touch with you either directly or through office personnel giving you instructions on where to meet for emergency care.

### Telephone Calls

All patients are encouraged to call with any questions they have on medical problems. However, it would be most unfair to our patients were the doctor to leave to answer every telephone call. The office staff have been trained to answer many of your questions. They will also relay your information to the doctor and your call will be returned or otherwise answered at the earliest opportunity.

### After Hours Telephone Calls

If you find it necessary to contact the doctor after normal office hours, the answering service will forward all messages to your doctor or the physician on call. Your call will be returned at the earliest opportunity.

### Prescriptions and Renewals

All prescriptions and authorizations for renewals should be requested during normal office hours.

### Fees and Payments

We make every effort to keep down the cost of your medical care. You can help by paying upon completion of each visit.

### Insurance and Insurance Forms

We try to simplify the preparation of insurance claims, and thereby hold down costs that are unrelated to the delivery of good medical care.

Please remember that insurance is considered a method of reimbursing the patient for fees paid to the doctor and is not a substitute for payment. Some companies pay fixed allowances for certain procedures and others pay a percentage of the charge. It is your responsibility to pay any deductible amount, co-insurance, or any other balance not paid for by your insurance company.

We know questions can arise on insurance matters and these should be discussed with our insurance clerk. We will be happy to help you receive maximum benefits; however, the agreement of the insurance company to pay for medical care is a contract between you and the company.

### A Final Word...No Smoking Please

Exposure to tobacco is hazardous to your health and we ask that you refrain from smoking while in this office.