



We are a teaching facility that offers a team approach to your care. Your care team includes resident physicians who are seeking advanced training, experienced faculty physicians, advanced practice providers, nurses, ancillary services staff, medical students, and other learners.

Appointments and Calling the Clinic

Our clinics are open 8 a.m. to 5 p.m. Monday through Friday. Call during regular clinic hours to make an appointment, ask for prescription refills, or to discuss minor problems or questions. If you are sick, we will try to see you the same day you call. If needed, we can provide you with an interpreter for your appointment. Just let us know that you need one when you schedule your appointment. Please arrive 15 minutes prior to your scheduled appointment to allow time to check in. If you arrive more than 15 minutes past your scheduled appointment time, we may have to reschedule your visit.

We want to meet all your care needs so occasionally appointment times may run longer than scheduled. When this happens, your patience is appreciated. The registration staff will advise you if your doctor is behind schedule. Follow-up appointments can be made before you leave the clinic.

What to Bring to Your Appointment

For all your appointments, please bring your current insurance card, photo ID, and the bottles of any medications, including over-the-counter medicines and herbal supplements, you are taking, as well as recent forms you have been provided or test results. If your insurance has a co-pay for an office visit, you will be responsible to pay at the time of your visit.

Treatment of Minors

A complete and signed Permission to Treat Minor Child Form is required for treatment of minors without a parent or legal guardian present. This form is included with the pediatric new patient packets and can be requested from our team during business hours.

Canceling an Appointment

Please call us with as much advance notice as possible to cancel or change your appointment. We must be notified of a cancellation at least two hours prior to your appointment or your appointment will be considered a no-show. We will dismiss you from our clinic and ask you to find another doctor if you are a no-show for five appointments within a 365-day period.

Emergency and After Hours Calls

We provide 24-hour care with telephone availability during evenings and weekends. A doctor is on-call at all times. We urge you to call us before going to an emergency room. After-hours and on weekends if you call our clinic you will be connected with an answering service. The service will contact the doctor on-call who will call you back. The doctor will advise you about your care options. If you or someone under your care is experiencing a life-threatening emergency, call 911 or go to the nearest emergency room. Please obtain copies of all test results and contact your doctor as soon as possible to determine the next steps in your care.

Prescriptions

Be sure to ask for prescription refills while you are at our clinic so you do not run out of medication. If you call later for refills, it may take three business days to get the prescription. We will send your prescriptions to your pharmacy electronically. Controlled substances, including ADHD or ADD medicines, need a paper prescription. You can pick up your prescription from our clinic. We do not prescribe new medicine, antibiotics, or pain medicine over the phone. We need to see you in the clinic before ordering these medications. You can request a prescription refill using your MyChart account.



On-Site Services, Referrals, and Authorizations

Our care team of social workers, dieticians, and respiratory therapists are available to assist you. We provide outpatient laboratory and radiology services on-site. Our Referrals Department works closely with your primary care doctor to ensure efficient and timely referrals for care. We will assist in scheduling services with other healthcare providers and will assist your doctor with authorization for services, when required by your insurance. Please call our Referrals Department at 269.337.6289.

Fees and Insurance

Our clinic participates with many insurance providers. Before your first visit, check with your insurance company to understand what services will be paid by your insurance plan. For every appointment, you will need to bring your insurance card(s). Co-pays are due at the time of service and accepted forms of payment are cash, check, MasterCard, Visa, and Discover. If you have questions, our patient financial counselors are ready to help you. Please call our Billing Department at 269.337.4460.

Patient-Centered Medical Home

Our primary care clinics – Family Medicine, Internal Medicine, Medicine-Pediatrics, and Pediatrics – are recognized with the Patient-Centered Medical Home designation by the National Committee for Quality Assurance and Blue Cross Blue Shield of Michigan. Our model of care emphasizes care coordination and communication to best meet the needs of you and your family.



As your Medical Home, your doctor and the care team will:

- Take care of you when you are sick and help you to stay well;
- Help you set and meet your health goals;
- Talk with you about testing and treatment options;
- Work with you and other providers to coordinate your care.



Learn more at med.wmich.edu

MyChart

MyChart is a free and secure tool that gives you access to parts of your medical record through your own computer or smartphone. You can view your medical information, make appointments, renew prescriptions, receive test results, pay your bills, and much more. To sign up, our registration staff will assist you.

Rights and Responsibilities

Your rights and responsibilities as a patient are very important to your care. If you have questions regarding any of these rights and responsibilities, please speak with a staff member.

Notice of Privacy Practices

You have a right to privacy as a patient. This notice outlines our practices with regard to protecting your medical information and identity.

Notice of Nondiscrimination for Patients and the Public

We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, sex, age, or disability. We provide free aids and services to people with disabilities to communicate effectively with us and free language services to people whose primary language is not English.

Patient Survey

We value your input and will use it to improve the care and services we provide to you and your family. Following your visit, you may receive a patient survey in the mail or via email. Please take a few minutes to complete and return the survey to provide us feedback about the care you received.

Complaint Resolution

If you have a concern about the care you have received, please ask to speak to a medical director or clinical RN team leader. They will assist you in resolving your concern while you are here. Presentation of a complaint will not compromise your access to care. If you are not satisfied with the response to your concern, you may fill out a Patient Feedback Form to begin a formal complaint. These forms are also available from any staff member.

Contact Us

Family Medicine Clinic	269.337.6500
Infectious Disease Clinic	269.337.4300
Internal Medicine Clinic	269.337.6300
Medicine-Pediatrics Clinic	269.337.6345
Orthopaedics Clinic	269.337.6200
Pediatric Subspecialties Clinic	269.337.6430
Pediatrics Clinic	269.337.6400
Psychiatry Clinic	269.337.6373
Surgery Clinic	269.337.6230

Notice of Nondiscrimination

Western Michigan University Homer Stryker M.D. School of Medicine does not discriminate on the basis of race, color, national origin, sex, age, or disability in its health programs and activities.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.269.337.4400.

دعاسم ل تامدخ نإف ؁ ءغل ل رك ذا ءءءء ءنك اذا ءظوح لم 1.269.337.4400 مءرب ل صءا . ناءم ل اب كل رفاوءء ءى وءلل