

Grand Traverse Internal and Family Medicine

Welcome to Grand Traverse Internal and Family Medicine!

Your designated Patient-Centered Medical Home

Phone: (231) 935-0850

Fax: (231) 935-0869

The following is information that you will find helpful as you join our practice:

We provide you with convenient 24/7 access to your medical records from the privacy of your computer or smart phone through our **Patient Portal**. (Secure login access)

We follow the guidelines for Patient-Centered Medical Home (PCMH) to make sure you receive well-coordinated, effective care that addresses your concerns and respects your wishes.

First Visit: (print from our website) [www.gtinternists.com/forms/New Patient Packet](http://www.gtinternists.com/forms/New%20Patient%20Packet)

- Fill out the **Patient Registration** and **Medical History** forms online
- Bring Your insurance cards (**required every visit**)
- Bring your driver's license.
- Bring your current prescription bottles so we can record them correctly.
- Bring your Vaccination history with you.
- Review your insurance coverage to determine your benefits **BEFORE** the appointment.
- Copays and deductibles are due at the time of service.

Our Location and Hours:

- Address: 5015 North Royal Drive Traverse City, MI 49684 Monday -
- Office Hours: Friday 8:00 a.m. - 5:00 p.m.
- Lab Hours: Monday - Friday 7:30 a.m. to 4:15 p.m. (closed 12:15 to 1:30 p.m.)
- Phone Hours: Monday - Friday 7:30 a.m. to 4:30 p.m. (closed 12:30 to 1:30 p.m.)

Scheduling:

- Call **231-935-0850 ext. 0** or request an appointment through your **patient portal** to schedule.
- Please talk to the receptionist to make an appointment.
- Speak with the clinical staff to discuss current health concerns.
- Please call us if you are unable to keep your appointment. We require 24-hour notice.
- If you need to be seen urgently, we will try to schedule you for a same day appointment.
- We reserve the right to charge \$75.00 for no show appointments and same day cancellations.

After Hours:

- If you have an **emergency** condition, please call **911**.
- If you have an **urgent** condition, please call 231-935-0850 ext. 5 to reach our on-call physician.

Prescription Refills:

- Please request your prescription refills at your office visits.
- Request through the **patient portal** is preferred (login access required).
- We may take up to 24 hours to call in your refill—please plan accordingly.

Financial Arrangements:

- See our **Financial Policy** for complete details.
- Charges not covered by your insurance are due at the time of service.
- You are fully responsible for any portion of your bill that is denied or otherwise not paid by your insurance carrier.
- Our billing office can work with you to set up a payment plan, if needed. Call 708-312-0818 to speak with one of our billing representatives.
- Once a claim has been sent to your insurance, we will not change the billing.