



# Grand Traverse Internal and Family Medicine

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## YOUR PATIENT CENTERED MEDICAL HOME

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RE: Policy Change

To all patients of Grand Traverse Internal and Family Medicine:

In recent years Grand Traverse Internal and Family Medicine has faced an unprecedented challenge of being inundated by an overwhelming volume of phone messages and web messages. The influx of communication has proven to be excessively time-consuming and takes away from direct patient care. This situation has reached an unsustainable threshold for the providers and staff. For years we have answered these messages free of charge, but the current volume of calls makes this practice unsustainable as well.

We fully understand that patients want timely guidance and reassurance. However, many messages left are truly non urgent and can wait for a scheduled office visit. Moving forward we ask that you judiciously use the patient portal and nurse message lines. For inquiries that necessitate medical decision making we will be requiring a telemedicine visit or an in-office appointment. This policy change will involve associated charges reflecting the time and expertise provided by the nurse/physician.

Sincerely,

Grand Traverse Internal and Family Medicine, P.C.