



Norine Tracy, M.D.
202 E. Van Riper Rd, Suite 100
Fowlerville, MI 48836
(517) 223-7900

Patient FAQs

Q: What are the office hours?

A: Mon.-Thur. 9:00 am- 5:00 pm, Fri. 9:00 am- 3:00 pm, Sat-Sun. closed. Appointment hours are Mon. 8:00 am- 7:00 pm, Tues-Thur. 8:00 am- 5:00 pm, Fri. 9:00 am- 3:00 pm.

Q: How are urgent situations handled?

A: During regular business hours urgent phone calls are triaged to the nurse. After business hours please call the main phone number 517-223-7900 and follow the instructions to page a provider.

Q: How long is a visit on average?

A: Depending on the nature of the visit, it can range from 15-30 minutes.

Q: What types of insurance plans does the office participate with?

A: The office accepts most insurance plans except Medicaid based coverage. The best way to find out if you're covered is by asking a staff member and also checking with your insurance.

Q: Are you affiliated with a hospital?

A: Fowlerville Medical Center is independently owned but Dr. Tracy is credentialed with St. Joseph Mercy Hospital Livingston.

Q: Do I have to have tests performed at St. Joseph Mercy?

A: No, while St. Joseph Mercy is our preferred partner, we work with all testing facilities to better meet your needs.

Q: If I have a question regarding my child's care, will I have to make an appointment?

A: Depending on the nature of the question, call the office and speak with a nurse who can advise you on the best course of action.

Q: Do you accept walk-in visits?

A: We see patients by appointment only. We do have same day appointments saved for urgent situations but we do not accept walk-in patients.

Q: Will I expect to see the same provider every visit?

A: As a group practice, providers are able to see all patients. You can request to see any provider you'd like for your visit but there may be a sooner appointment available with another provider.



Norine Tracy, M.D.
202 E. Van Riper Rd, Suite 100
Fowlerville, MI 48836
(517) 223-7900

Q: Are online resources and additional information available online?

A: Yes, forms and office information is located on our website at www.fowlervillemedical.com.

Q: What should I bring to appointments?

A: We ask that you bring your insurance card, driver's license or any photo ID as well as all your medication bottles to each visit.

Q: Who do I contact if I have a billing question?

A: Call the office at 517-223-7900 and select option 3 for our billing department.

Q: How long does it take to hear about lab results?

A: Depending on the tests that were ordered, it could take 2-7 days for results to come back, if the results are within range then the report is mailed out or sent to your online patient portal. If the results are not within range or a provider would like additional testing then a nurse from the office will call to inform you.

Q: What if my provider orders Advance Imaging such as CT, MRI and Nuclear Studies?

A: If you need to schedule an MRI, Nuclear Study or CT please allow our office 5 -7 business days to obtain authorization from your insurance company. Insurance Companies require medical records from your provider and are reviewed by the Insurance Company's medical staff before an authorization is obtained.

Q: What if I need paperwork filled out by my provider?

A: Depending on the forms needed to be completed, a form agreement will have to be filled out by the patient/guardian and in depth forms may require you to schedule an appointment.

Q: Do you perform sports physicals?

A: Yes, sports physicals can be done in the office but are usually scheduled with their well child checks. If your son/daughter has already had their well child check but still need a sports physical, the cost is \$30 and is due at the time of service.

Q: How are referrals handled?

A: If you need a referral, please contact our office to see if you need to schedule an appointment with your provider prior to the referral being issued. Your insurance company may require that your Primary Care Provider has seen you prior to being sent to a Specialist.