

Providence Family & Athletic Medicine

30055 Northwestern Highway

Suite 30

Farmington Hills, MI 48334

Office Processes and Procedures

Our doctors and staff are committed to providing you with the best possible care. We have implemented the following to ensure such care:

Appointments/Policy

We ask that you arrive **15 minutes prior** to your scheduled appointment time. Our staff needs a few moments with you before you see the physician. This will assist us in seeing you at your scheduled appointment time. **If you fail to arrive 15 minutes prior to your scheduled appointment time, you may be asked to reschedule.**

If you cannot make your appointment time, please call our office at 248-465-4782 so that we have the opportunity to make that time available for other patients.

Prescriptions

- Check to see if you need refills on your medications before your office visit
- Bring a list of your medications with dosages/frequency *or* the prescription bottle to your appointment
- Before leaving your appointment, please make sure you have enough refills remaining of your medications to last until your next visit with your physician
- We have a prescription refill line available when you call for refills - please allow two business days to honor this request
- When requesting additional refills, you may be asked to make an appointment to see your physician if your medication needs to be increased, changed, or require additional monitoring
- Antibiotics are not prescribed over the phone without an appointment
- **No antibiotics or narcotics/controlled substances (i.e., narcotics, anxiety or pain medication) will be refilled after hours**

Referrals

If you are enrolled in a managed care insurance, such as Blue Care Network or Total Health Care, which requires referrals to be seen by a specialist or prior authorizations for additional specialized testing, we require notification that will allow for **three to five business days** to process the request.

After-Office Hours

IF YOU HAVE A MEDICAL EMERGENCY, PLEASE PROCEED TO THE NEAREST EMERGENCY ROOM. The on-call physician for our practice can be reached by calling our answering service at 248-691-8687 for urgent matters that cannot wait until the next business day.

The above policies are in place to assist us in providing comprehensive, safe health care.

