

*Providence Family & Athletic Medicine*  
1050 Corporate Office Drive  
Ste.100  
Milford, MI 48381

## **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 248-684-6155 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.**

