

Dear Patient,

We would like to welcome you to our office. We appreciate your confidence and take great pride in providing high quality medical care for our patients. Enclosed you will find some patient information that will help familiarize you with our facility. Also enclosed is a medical history and registration information form to be completed at your convenience prior to your visit. Please bring these, as well as your insurance identification card and drivers license (picture identification). If you have any questions after reading the material, our office staff will be happy to answer them for you by telephone prior to your visit.

Our office is located either:

Providence Park - Outpatient Services Building
47601 Grand River Ave, Suite 218
Novi, MI 48374
(248) 465-4010 phone
(248) 465-4011 fax

Coming from the east/west on I-96:
Take I-96 to the Beck Road exit (exit160). Turn South onto Beck Road toward Grand River. The entrance to use is the only one that faces Grand River Ave with statues in front of it.

OR

Providence Hospital Pavilion
22255 Greenfield Road, Suite 130
Southfield, MI 48075
(248) 849-4880 phone
(248) 849-4881 fax

Coming from the east/west via 696:
Take I-696 to the Greenfield Road exit. When coming South on Greenfield Road, we are just past 9 Mile Road, on the right side of the street. Coming North on Greenfield, our office is between 8 and 9 Mile Roads.

AN IMPORTANT MESSAGE

Our office recently instituted a policy applying a charge for appointments not cancelled and not kept. We attempt to ensure all patients receive timely care. When an appointment is neither kept nor cancelled, it causes an unnecessary delay in care for patients who must wait for later dates. In addition, we recently added an automated telephone appointment reminder system to ensure scheduled patients have adequate time to contact our office in cases where it is necessary to cancel.

Due to this policy, we will be adding a \$25.00 charge to your billing account for failure to inform us of your inability to keep your appointment. You are considered personally responsible for this charge, as it is not payable by your health insurance plan.

If you have any question regarding this policy, please feel free to contact our office.

We appreciate you selecting our office for your medical care and we look forward to meeting you.