



**BAY REGION ORTHOPEDIC SURGERY
4 COLUMBUS AVE, STE 160
BAY CITY, MI 48708
PHONE 989-393-2777 FAX 989-894-6181**

WELCOME TO OUR PRACTICE

- Office Hours:** Monday - Thursday 8:00 a.m. to 12:00 p.m. & 1:00 p.m. to 5:00 p.m.
Friday 8:00 a.m. to 1:00 p.m.
- Appointments:** If you are unable to keep an appointment, please notify us. If the doctor is held up in an emergency, all efforts will be made to contact you.
- Work/Auto:** **PLEASE CONTACT OUR OFFICE IMMEDIATELY IF YOUR VISIT IS WORK OR AUTO RELATED: 989-393-2777.**
- Referrals:** Our office works on a referral basis from your primary physician. A report will be sent to your physician after your evaluation. Please bring with you a list of your medications and copies of all testing that has been done pertaining to this matter.
- X-rays:** Will be available in our office if required.
- Surgery/Testing:** Your insurance company may require authorization before testing and/or surgery can be scheduled. Please allow at least one week for prior authorizations.
- Prescriptions:** Any requests for prescription refills should be made by calling the office and should be made at least 48 hours before your medication runs out. No prescription refills will be given after office hours or on weekends. Narcotic prescriptions will be given at the discretion of the physician.
- Forms:** Please allow up to 2 weeks for forms to be completed and signed by the provider. There may be a charge depending on the form requested to be completed.
- Hospitals:** We practice exclusively at McLaren Bay Region.
- Fees & Insurance:** We participate with most insurance companies. It is your responsibility to check with your insurance company to verify participation. It is your responsibility to make sure you have an insurance referral for services provided in our office. You are responsible to pay insurance co-pay, deductible, and account balance at the time of service unless other payment arrangements have been made.
- Confidentiality:** For your protection, no records will be released from this office without written and signed consent from you. There may be a charge for this service. Health Port can be reached at 1-800-367-1500.
- Rights:** As a patient, you have a right to know about your condition and be treated appropriately. The physician will explain to you the diagnosis and the plan of treatment. If surgery is required, he will explain to you the alternatives, risks and benefits of treatment, their outcome and the details of the procedure. It is your responsibility that you understand. We encourage you to ask questions to clarify any aspect that you do not understand.