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**WELCOME** to our practice! We appreciate the opportunity to assist you with your healthcare needs. Our staff is made up of qualified professionals, who work together as a team to bring you the highest quality health care in a warm, caring setting. We've provided this information so that we may better serve you. It contains answers to commonly asked questions. However, if you have other questions, please feel free to contact our staff at (616) 949-4340.

### OFFICE HOURS

Our office is open Monday through Friday 8:30 a.m. to 5:00 p.m.

### NEW PATIENT APPOINTMENTS

Your appointment has been scheduled for \_\_\_\_\_.  
Depending upon the nature of your visit, your initial appointment may require up to one hour of your time. We make every effort to remain on schedule for appointments. However, emergencies can put us behind and we appreciate your understanding in these situations.

If you are unable to keep your appointment, please contact our office to reschedule your appointment. We would appreciate a 24-hour notice of cancellation. There is a \$50.00 charge for no show of an appointment which is not billable to your insurance and/or if you do not give 24 hour notice of cancellation there will be a \$50.00 charge.

In an effort to expedite your time spent in our office, **we would ask that you arrive 15 minutes prior to your scheduled appointment.** We have enclosed a pre-registration form and medical history form for you to complete **prior** to your appointment. Please bring these completed forms and your health insurance cards with you to the appointment. All information provided to us is considered confidential. Also, bring a pictured identification of yourself.

### Below are some of the insurances with which we currently participate with:

BCBS (most policies)	Aetna	Cigna
Blue Care Network	Humana	State of MI Medicaid
Medicare	Auto	Priority Health
United Healthcare	Confinity/PPOM	ASR/Physician Care
Medicare Advantages	First Health	PHCS
Workers Compensation	RR Medicare	Molina (most policies)
Meridian (most policies)		

If you have an HMO or Medicaid product, it is **your responsibility** to contact your primary care physician. If you arrive to our office without an authorization when required, we reserve the right to cancel your appointment until an authorization is received or to ask for payment in advance for the visit. **Copays** are due at time of service. If you don't have insurance payment is required at appointment. If you have any questions about our billing policies, please call the office.