



1000 E. Paris S.E., Suite 230
Grand Rapids, MI 49546
Tel: (616) 949-4340
Fax: (616) 949-4341

DAVID E. THOMPSON, M.D.
RANDALL S. KUNTZMAN, M.D.
JOHN R. LOBO, M.D.
MARKIAN R. IWASZKO, M.D.

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. 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 a 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 fifteen 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.

BILLING PROCEDURES

Below is a listing of insurances with which we currently participate:

Blue Cross Blue Shield of Michigan/Traditional/PPO	Aetna
Blue Choice POS	CIGNA
Blue Care Network	Medicare
Grand Valley Health Plan	Medicaid
Priority Health	United Healthcare

If you have an HMO, PPO or Medicaid product, it is **your responsibility** to contact your primary care physician to secure an authorization for your visits with our office. If you arrive to our office without an authorization, we reserve the right to cancel your appointment until an authorization is received or to ask for payment in advance for the visit. If you have any questions about our billing policies, please call the office.