



Grand Traverse Internal and Family Medicine, PC

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Welcome to Grand Traverse Internal and Family Medicine, P.C.! **Your Patient Centered Medical Home (please see brochure)**

The following is information that you will find helpful as you join our practice:

We provide you with convenient 24/7 access to your medical records from the privacy of your computer or smart phone through our **Patient Portal**. (Secure login access.)

First Visit: (print from our website) www.gtinternists.com/forms/New Patient Packet

- Fill out the **Patient Registration** and **Medical History** forms and bring them with you.
- Bring your insurance cards (required at every visit).
- Bring your driver's license.
- Bring your current prescription bottles so we can record them accurately.
- Bring your vaccination history with you.
- Review your insurance coverage to determine your benefits **BEFORE** the appointment.
- Co-Pays and deductible are due at the time of service.

Our Hours:

- Office Hours: Monday ~ Friday 8:00 a.m. to 5:00 p.m.
- Lab Hours: Monday ~ Friday 7:30 a.m. to 4:30 p.m. (closed 12:30 to 1:30 p.m.)
- Phone Hours: Monday ~ Friday 8:00 a.m. to 5:00 p.m. (closed 12:30 to 1:30 p.m.)

Scheduling:

- Call **231-935-0850** or request an appointment through your **patient portal** to schedule.
- Please talk to the receptionist to make appointments.
- Speak with the clinical assistant to discuss current health concerns.
- Please call us if you are unable to keep your appointment. (24 hour notice)
- If you need to be seen urgently, we will try to schedule you with your primary care physician. If that is not possible, we will offer you an appointment with one of the other Physicians or the PA in the practice.

After Hours:

- If you have an **Emergent** condition, please call **911**.
- If you have an **urgent** condition, please call Munson Medical Center at **231-935-5000**.
- Ask to speak to the doctor "on call" for Grand Traverse Internists. The switchboard will take a message, page the doctor and the doctor will return your call.

Prescription Refills:

- Please request your prescription refills at your office visits.
- Request through the **patient portal** are preferred. (login access required)
- We may take up to 24 hours to call in your refill—please plan accordingly.

Financial Arrangements:

- See our **Financial Policy** for complete details.
- Charges not covered by your insurance are due at the time of service.
- You are fully responsible for any portion of your bill that is denied or otherwise not paid by your insurance carrier.
- Our billing office can work with you to set up a payment plan, if needed. 231-709-6196
- Once a claim has been sent to your insurance, we will not change the billing.