



## New Patient Information

### **Welcome!**

Here is a little information regarding my practice:

My office hours are generally 9:30 AM to 3:30 PM, Monday through Friday. From month to month, I will be opening one morning per week starting at 7 AM and one evening per week, closing at 6:30 PM. I will also have one Saturday AM clinic per month 9 AM – 12 PM.

If I don't have appointments scheduled, I am not always in clinic during these hours, so please do not stop in without calling to make an appointment.

I use a patient portal system called 'onpatient'. Before your first visit, you will receive an email with instructions on how to set up your account. This is the most secure method of communication and for me to provide you with lab results.

I am the only doctor in the office. I may not always have an urgent appointment available, but I will do my absolute best to see my patients in a timely fashion and/or to triage via phone, text or email depending on urgency. The office phone number forwards to my cell phone; I do not employ an answering service or nurse line. I am available whenever you need for an urgent or emergent call, but I ask that if it is something that can wait until business hours, I would appreciate you using text or email, or calling the following day.

For my vacation time and some weekends, my phone will be covered by another local physician. We have a group who routinely covers for each other to be sure our patients are always able to reach a doctor. When you call the office number: 734-330-2110, the voice message greeting will instruct you how to reach the physician on call. These physicians cannot access your medical record and cannot make an appointment for you in their office, but they will be able to provide recommendations.

- Any needed blood work or imaging tests will be done at a local St Joe's or University of Michigan facility.
- Copay: Your insurance company may require a co-pay for your visit. I will bill your insurance first and subsequently inform you via the patient portal and mail if you are required to pay a co-pay for your visit.
- Cancellation policy
  - I ask that you give 24 hours notice to cancel a scheduled appointment, unless there is an emergent reason for your cancellation.
  - Fee for 'no show' will be \$50, and this is not covered by insurance
- Refills: If you need a prescription refill, please call, text or submit a request through the onpatient portal at least 3-5 days prior to running out of your medication.

**Regarding controlled prescription substances such as opiates and benzodiazepines:** I very, very rarely recommend or prescribe these medications and never for long term use. Also, I will never write for a controlled substance on our first visit and I will not take over prescribing long-term controlled substances that have been started by another physician. No exceptions.

**Vaccines:** currently, I am not able to office vaccines in the office. We can discuss options for recommended vaccines during your visit.

I look forward to working with you!

*Kristina Bahrou, MD*