

#### **About Us**

Northern Michigan Medicine and Pediatrics (NMMP) opened its doors in 2004. The Practice has grown to eight physicians.

- Dr. John Gorman, Dr. Robert Kuhn, Dr. Walter Meeker, Dr. Tim Rutkoski, Dr. Curt Schubert, and Dr. Scott Selle are board certified in BOTH internal medicine and pediatrics, allowing each physician to care for patients of all ages.
- **Dr. Meg Meeker and Dr. Sherry Small** are the Practice's two female physicians focusing on pediatric/adolescent medicine. Dr. Small also specializes in breastfeeding medicine.

In addition to the physicians, the Practice has receptionists, medical assistants, billers, and other support staff.

# **Patient Centered Medical Home (PCMH)**

NMMP is PCMH certified through Blue Cross Blue Shield and has been for over five consecutive years. This designation means that the Practice has met and continues to meet a variety of standards in the areas of quality, safety, communication, access to care, and technology. These standards, in addition to efficient coordination of care, establish a solid foundation for the best patient-centered care possible.

#### **Financial**

Many health insurance plans are accepted in addition to payments via credit card, check, and cash. The Practice accepts Visa, Mastercard, American Express and Discover cards. Patients are expected to pay co-pays at check in. After insurance is billed patients receive a statement showing his/her remaining balance. Patients are expected to make prompt payments to avoid collections and/or discharge from the Practice. In some cases, we offer payment plans to assist patients in meeting any financial obligations to the Practice. For billing questions or concerns, please call the office for assistance.

# **Prescription Refills**

Please allow at least 48 hours (during regular business hours) for medication refill requests. Our Practice will refill prescriptions only at the request of the patient/caregiver. We DO NOT refill medication requests from pharmacies. Controlled substances require extra steps and precautions including additional appointments, counseling, signed agreements, and use of the Michigan Automated Prescription System which allows the provider to see a list of all controlled substances filled by the patient.

#### **Patient Portal**

We offer patients access to a portal where they can communicate with the office, request prescription refills, view lab results, and pay a bill. If you are using the Portal as a parent/caregiver, make sure you are under patient's account when communicating. The Portal should be used for non-urgent communication. Visit our website (www.nmimed.com) to use a link or enter the following web address: https://health.eclinicalworks.com/NMMP

#### **Scent Sensitive Environment**

NMMP requests that all patients refrain from bringing heavy scents into the office for the health and comfort of everyone. Some patients have severe allergies and cannot tolerate certain smells including perfume/cologne, tobacco, and marijuana.

#### **After-Hours**

If urgent medical <u>treatment</u> is needed after-hours patients are directed to call 911, go to an urgent care clinic or hospital emergency department. For serious <u>health questions/concerns</u> after hours that CANNOT wait until the next business day, one of our physicians is always "on-call". Patients should call the office number and follow the prompts for after-hour services. The physician will reach out to you as quickly as possible.

# **Appointment Attendance**

Not showing up for appointments, being late, or cancelling late creates a gap in the physician's schedule. Patients that have re-occurring attendance issues may be charged a \$25.00 fee and/or permanently discharged from the Practice. If you need to change an appointment date or time, please notify the office as soon as possible.

#### **Service Animals**

Service animals and emotional support animals are not the same. A service animal is defined by the ADA as an animal that is trained to perform tasks directly related to a person's disability. Animals that provide <u>only</u> emotional support by their presence do not qualify as service animals and may be denied or allowed on a case-by-case basis. The Practice requires dogs to be controlled on a leash.

#### **Contact Information**

### Northern Michigan Medicine and Pediatrics

3643 W. Front Street, Suite C, Traverse City, MI 49684

Phone: (231) 935-0614, Fax: (231) 935-0832

General Office Hours: Monday-Friday, 8:00 AM to 5:00 PM

Website: nmimed.com (you can access the patient portal via our website)

## Map

NMMP is located on W. Front Street. Entrance to the Practice is in the back (south) part of the building we share with Associates in Dermatology. If you are coming from the east we are on the left side of the road before the Concrete Service. There are two entrances off W. Front Street to access the parking lot.

