

Scheduling:

When you schedule your appointment, our scheduling team will review the intended purpose of your appointment, collect demographic information, review basics of testing, discuss what medications you may need to stop and when to do so, and review paperwork to complete and bring to the appointment.

**Minor children are allowed only one adult with them for the appointment.** Adult patients should come alone unless special circumstances have been discussed and approved by staff.

You will receive an automated call one week prior to the appointment to confirm some additional information. You **MUST** call the office to confirm your appointment or your appointment will need to be rescheduled.

Patient Accounts:

Our Patient Accounts department may contact you to review your insurance benefits and anticipated investment for personalized care. If you have specific questions or concerns regarding your insurance benefits or out of pocket costs, please contact the office prior to your scheduled appointment (616-949-4840, prompt 7).

During confirmation call, the following will be discussed:

Confirmation that you stopped taking any medications, if needed. Confirmation that you have paperwork and have completed it. *We will not be able to honor your appointment if you arrive without completed paperwork.* Review of the screening questions that will be asked upon arrival on your appointment day:

Are you healthy? Have you had a fever, cough, or shortness of breath in the last 2 weeks? Do you have a mask with you today? (the office will not provide face coverings) Is your paperwork complete?

Appointment process:

**Please arrive 15 minutes prior to your scheduled appointment.** Enter the parking lot through the second entrance (lower level), and park in the designated area (reference map on website).

**Put on your/your child's mask and enter the building through the lower level entrance.** Patient/parent/guardian must wear a mask in public areas of the office, and when staff are with them in the private patient room. Prepare to enter the building with only the items that you essentially need. Please bring your completed paperwork with you. We will not be able to honor your appointment without completed paperwork.

**Proceed to the lower level front desk (entrance on the right, just past double doors) where your/your child's temperature will be taken with a touchless thermometer and you will be asked the above screening questions.** If you do not have a fever and pass screening, front desk staff will complete the check-in process for your appointment.

\*Please have your insurance card and photo ID ready.

You will then be guided by the nurse to a private room and the physician will join to review paperwork, clinical history, and discuss a plan for testing (if indicated).

The provider will create a plan to address appropriate testing. There are up to 3 levels of testing that can be performed. The first level of testing requires the patient to lie down and be still for 10 minutes. Children must be able to hold still with the assistance of a single parent/guardian for this process. If unable to be still, testing may need to be deferred. The next two levels of testing require placement of allergen just under the surface of the skin (similar to a TB test). The nurse and provider will review with you if these levels of testing are indicated after clinical review of your symptoms and history.

Education will be provided by staff and our video library. Handouts will be provided also for reference.

At the conclusion of your appointment you will check-out with front desk staff and/or a patient accounts team member.