

# Welcome to Bronson Urology & Continence Specialists

Welcome to Bronson Urology & Continence Specialists. We are glad you chose us to be your healthcare provider. Our goal is to provide the highest quality healthcare for our patients. We believe that patients and families are partners in care. We want to get to know you and your family. The best way to do this is with good communication between you, your family, and our staff. Ask questions and tell us your concerns. We are happy to talk about your medical needs and procedures. We can also give you information to take home.

Please take a moment to read this information. We hope this information will help you to know more about our office and our providers. If you have a question, please ask. We want to know how we can better meet your needs.

## Our Expertise

Our urologists treat adults experiencing problems with their urinary tract. This includes the kidneys, ureter, bladder and urethra, as well as the reproductive system in men. In addition, we have providers that specialize in the diagnosis and management of urinary incontinence, which encompasses a wide range of causes, symptoms and treatment options.

## Your First Appointment

Welcome and thank you for choosing Bronson! We want to make your upcoming visit quick and easy. Please call us before your first appointment – this will shorten your wait time. You can reach us Monday through Friday from 7:30 a.m. to 6 p.m. at (269) 488-6998.

Thank you in advance for pre-registering. We look forward to meeting you!

Your first visit will also include a review of your health history. We will mail you forms to complete and bring with you to your appointment. Or, you may arrive 15 minutes before your appointment to complete the forms.

You will also need to bring:

- Family health history forms
- Insurance card
- List of previous surgeries and illnesses
- Medical records from other doctors
- Medicine and over-the-counter items like vitamins (list or bottles)
- Photo identification of the insurance card holder
- Prescription card
- And, any questions you may have

By sharing your health history with your doctor, it helps us to provide you with the best possible care.

When you come to the office for your appointment, please be sure to bring your insurance cards and photo ID.

## **Office Hours & Appointments**

Our offices in Kalamazoo are open Monday through Friday, from 8 a.m. to 5 p.m. Our office in Paw Paw is open by appointment.

Please call our office for an appointment. Follow-up appointments are made before you leave the office. There are times when we may need to change your appointment due to an emergency. We are sorry for any problems this may cause. If you are late for your appointment, we may ask you to change to another time.

## **Bronson MyChart**

Bronson MyChart is a free and secure way to look at parts of your medical record through your own computer. You can:

- Renew prescriptions
- Send messages to your doctor or a member of our staff
- Schedule routine appointments

You can activate your Bronson MyChart account by visiting [bronsonhealth.com/bronsonmychart](http://bronsonhealth.com/bronsonmychart) or by calling our office. If you have any questions, please feel free to also call our office.

## **Canceling an Appointment**

If you need to change an appointment, call our office at least one day before your appointment. This allows us to see other patients who need to see the healthcare provider. If you repeatedly miss your scheduled appointments, we may ask you to find another healthcare provider.

## **Emergency & After-Hours Calls**

If you feel your emergency is a matter of life or death, call 911 or go to the nearest emergency department. If you have an urgent need after-hours, call our office. A healthcare provider is on-call at all times to help with emergencies. Leave your name and phone number with our answering service. The healthcare provider on-call will call you back.

## **Prescriptions**

We can send your prescriptions to you in the mail or you can pick it up from our office. We can also give you a list of your medicines. It will include how much you take and how often. Keep this list for your records or share with other doctors.

If you use a mail order pharmacy, we will provide you with the prescription. We cannot fax prescriptions to mail order pharmacies. Bring your actual medicine bottles with you when you come to the office. If you do not bring the medicine, bring a list of all the medicine you are taking.

Be sure to ask for refill prescriptions while you are at the office. If you call later for refills, it may take up to two business days to get the prescription. We do not give prescriptions for new medicine, antibiotics or pain medicine over the phone. We need to see you in the office before ordering this medicine.

## **Fees & Insurance**

Payment for your healthcare services from our doctors may be covered by your medical insurance. For every appointment, you'll need to bring your insurance card(s). We'll send claims for services we do in our office to your insurance company. You'll get one bill for lab, X-ray and other testing procedures done at a Bronson location. Billing for these services will be sent to you or your insurance company.

Your insurance company can explain what services will be paid for under your insurance plan, such as:

- Preventive care
- Any service that may require an approval or a referral from a doctor before your appointment
- If you need to have lab tests or X-rays taken at another facility other than Bronson

Other items to be aware of:

- Please tell our staff if your lab test results and X-rays need to be sent to other doctors or medical practices.
- At the time of your appointment you will need to pay for any co-payments or deductibles that are due.
- We accept cash, checks and most major credit cards for our services.
- You may be charged a small fee for copies of your medical records and for filling out medical forms.

If you have trouble paying a bill, need help with paying a bill or have questions about fees or insurance, please contact our billing department at (269) 341-6117 or (800) 699-6117, Monday through Friday, 8 a.m. to 4:30 p.m.

## **Questions**

Our staff keeps all of your information confidential. If you call our office and a staff member does not answer, leave a detailed message. We will call you back as soon as possible.

### **Bronson Urology & Continence Specialists**

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**For more information, visit our practice page on [bronsonhealth.com](http://bronsonhealth.com).**