



Urology & Continenence Center

601 John St Suite M-206C
Kalamazoo, MI 49007

1535 Gull Rd Ste 150
Kalamazoo, MI 49048

451 Health Pkwy Ste 100
Paw Paw, MI 49079

711 South Health Pkwy
Three Rivers, MI 49093

Voice: (269) 349-9745
Fax: (269) 488-8305

Dear Mr. / Ms. or

The Parents of: _____

Address: _____

Welcome to BRONSON HealthCare Midwest Urology & Continenence Center!

The Physicians and Staff of our practice want you to know that it is our goal to provide you with the highest level of professional and personal care available.

Your appointment with: _____,

is scheduled on: _____

Date

Required Arrival time: _____

We ask that you please bring your current insurance card(s), photo identification, and list of current medications to each visit; these items are required in order to complete your registration process. We would also encourage you to become familiar with your individual coverage requirement, as they often vary between insurance policies.

Enclosed you will find various office forms, which must be completed and presented at the time you check in for your appointment.

Please know that we make every effort to maintain scheduled appointments within the time allotments. However, our physicians are surgeons who often accommodate emergent situations and may sometimes arrive late for our office visit or they may require an unexpected-rescheduling of your appointment. We realize your time is valuable so we do make every effort to notify you in advance if possible and to keep you informed when you are here regarding appointment wait times. Please feel free to ask our staff at any time for an update if your appointment has been delayed. We apologize in advance for any inconvenience this may cause.

To facilitate our effort to contact you we ask that you provide our office with all available contact information. If we fail to reach you prior to your appointment, we will notify you upon your arrival and will do our best to accommodate your rescheduling request.

Please refer to the reverse side of this letter which explains specific information on your insurance coverage, as well as our financial and other office policies.

ABOUT YOUR HEALTH INSURANCE AND OUR OFFICE & FINANCIAL POLICIES

Your insurance file lists coverage with:

In the event that we are not contracted with the above listed carrier(s), our office will submit a claim on your behalf, thereafter you will be responsible for all remaining balances that are not paid by your insurance carrier.

Please be advised at the time of check out at each visit, you will be asked to pay all applicable co-pays and/or previous balances. Payments are accepted in the form of cash, check, or credit card (VISA, MasterCard, or Discover).

For ease and convenience, Bronson HealthCare Midwest uses BRONSON My Chart, a confidential and secure web-based patient portal that allows you to communicate with our office 24 hours a day – 7 days a week. BRONSON My Chart makes it easy and convenient to request or cancel appointments, request prescription refills, access your medical record, pay bills, and submit non-emergency communications in just a few minutes, and at your convenience!

After your initial appointment please visit www.mychart.bronsonhealth.com to register as a user and learn how you can connect with our office and communicate with your provider when and where it is most convenient for you!

Please note that cancellations made within 24 hours of your scheduled appointment time or failure to appear to your scheduled appointment may result in a \$25 fee, which will be added to your account balance. This charge will not be billed to your insurance company.

We look forward to seeing you at your next appointment and will answer any questions at that time; however if you would prefer to speak with someone prior to your appointment feel free to contact our office at (269) 349-9745, or visit our webpage at bronsonhealthcaremidwest.com. Under the tab labeled *Our Specialties*, select *Urology*, here you can view your physicians profile and other office specific information.

Sincerely,

BRONSON HealthCare Midwest Urology & Continence Center

