



## OMG General Surgical Associates

### WELCOME TO OUR PRACTICE

We have you scheduled for an appointment on:

\_\_\_\_\_, \_\_\_\_ at \_\_\_\_:\_\_\_\_ am/pm

Please register for your appointment at \_\_\_\_:\_\_\_\_ am/pm

With

Doctor:     Burtrum     Klee     Ralph

- Marshall Office:** Wright Medical Building, 215 E. Mansion Street, Suite 3E, Marshall, Michigan 49068  
**Phone:** (269) 781-4267 *The Wright Medical Building is connected to Oaklawn Hospital*  
\*\*Hours: Monday through Thursday, 8:00am-5:00pm, and Friday 8:00am – 4:40pm.  
To better serve our patients we **DO NOT** close for lunch.
- Albion Office:** Oaklawn Medical Group Albion, 302 N. Monroe, Albion, MI 49224  
**Phone:** (517) 629-2134   \*\* Hours: Wednesday 1:00pm – 4:00pm
- Battle Creek Office:** Oaklawn Medical Group Beadle Lake, 14231 Beadle Lake Road, Battle Creek, Michigan 49014.  
**Phone:** (269) 753-0640 \*\*Hours: Tuesday 8:00am-11:30am & Wednesday 8:00am-11:30am. (Subject to change)
- Coldwater Office:** Oaklawn Medical Group Coldwater, 375 N. Willowbrook Rd. Coldwater, MI 49036  
**Phone:** (517) 924-1605   \*\* Hours: Tuesday 8:00am – 11:30pm

**Your appointment:** To facilitate your visit the enclosed forms **MUST** be **COMPLETLEY AND ACCURATELY COMPLETED** upon registration and brought with you to your appointment, along with your current insurance card(s), Driver's license/Photo ID and listing of **ALL CURRENT MEDICATION WITH DOSAGES AND HOW MANY TIMES DAILY YOU TAKE THEM.** We require a parent or legal guardian accompany any patient under the age of 18. Due to the nature of our treatment please plan on being here at least one hour. Occasionally emergencies delay us, but a sincere attempt will be made to see you on time. *If you are unable to consent for treatment and have a legal guardian or legal power of attorney, we require a copy of the original document or court clerk certified copy. For the safety of our patients if these documents are not available or properly completed, appointments will be subject to rescheduling.*

**During your first appointment:** **Procedures/surgeries are NOT performed during this visit.** Our clinical staff will begin by updating your past/present medical history in our Electronic Health Record from the forms you have been asked to complete. The physician will then complete your visit with examination and discussion. Should surgery/procedure/testing be necessary our clinical staff will obtain written consent from you and assist you in choosing a date/time convenient for you. Please be prepared during this visit to have your schedule available to facilitate the scheduling of surgery/procedure/testing.

**Fees and Insurance:** **COPAYMENTS/DEDUCTIBLES** are mandated by your insurance carrier, they are a part of your signed contract with the carrier and it is our office policy to obtain payment upon registration of your scheduled appointment. If payment is unavailable at the time of your visit your appointment may be subject to reschedule. Please be prepared to pay at the time of service for copayments, deductibles, co-insurance, etc. For your convenience we do accept Checks, Cash, Visa, MasterCard, Discover, and Debit Card Payments.

If you have provided us with complete insurance information, we will file a claim on your behalf. However, your insurance company may still ask additional information from you. We do participate with Medicare, BCBSM, Medicaid Plans and several other carriers. If you are uninsured, payment arrangements are required prior to your appointment and are made on a case by case basis with our billing specialist, as payment in full for that day's visit is required.

↓ **OVER**



We verify surgical procedures precertification and office visit co-pay amounts with your insurance carrier. It is your responsibility to know your benefits, coverage limits and services payable under your contract. It is your responsibility to check if routine screening procedures and office visits billed with routine screening diagnosis codes are a paid benefit under your insurance contract. We recommend you contact your insurance carrier prior to your visit and we will be happy to provide you with procedure and diagnosis codes to assist you. If your treatment is for a work related injury, it is your responsibility to provide us with appropriate authorization. This needs to include the name and address of your employer, as well as the name and mailing address of their workers' compensation insurance company and claim numbers.

**What services do we provide:** We are medical doctors specializing in General Surgery (various types of hernia repairs, appendectomy, gallbladder, etc.). We also perform colon/gastrointestinal surgeries, anti-reflux procedure as well as breast surgeries. We have in office ultrasound guided breast biopsy capabilities, as well as in office minor procedure capabilities. We emphasize laparoscopic, minimally invasive surgery. We also do a large volume of endoscopy, both upper (EGD) and lower (Colonoscopy). Since our physicians perform a wide variety of surgical services please do not hesitate to contact our office with questions regarding what type of services we provide.

**How to get information:** If you are having any kind of medical problem, or you need a prescription, don't hesitate to contact us. Your call will be directed to our clinic staff. Any questions, concerns and/or prescription requests requiring physician attention are checked routinely throughout the day. \*All prescriptions will be phoned in by 5:00pm the same day unless a clinical staff member contacts you directly with questions/concerns. \*Appointment are made by our reception staff, and are based on physician availability and/or urgency of medical problem. \*Billing questions can be directed to our billing specialist. We will assist you in any way possible in obtaining payment for your insurance carrier.

**Emergencies:** For any problem that develops during office hours, please call the office immediately for instructions. After hours call the office (269) 781-4267 and the answering service will contact the physician on call. If you find it necessary to go directly to an emergency department, let them know you are a patient of our practice, and they will consult our physician as appropriate/necessary.

**Surgery:** We perform surgeries/procedures at Oaklawn Hospital and Brookside Surgery Center. It is required to have an office visit to update your history and physical information with your surgeon within 30 days of any procedure. In some cases you may have to make additional appointments in the office and our clinical staff will assist you with that. Some procedures require preoperative testing; teaching and interview with anesthesia prior to surgery and our staff will schedule that appointment for you as well. We encourage you to discuss all aspects of surgery in advance asking any questions you may have. At your first appointment after surgery, we will discuss the surgical findings with you in detail. We DO NOT provide test/pathology results over the phone. We will contact your insurance carrier to obtain precertification of your procedure, however this is not a guarantee of payment and we recommend you contact the carrier prior to the procedure to obtain benefit/payment information. We are happy to provide you with procedure and diagnosis code if necessary. If you experience excessive postoperative pain please contact us immediately. We will make every effort to keep you comfortable and assist in the management of your postoperative pain.

**Forms:** Forms can be completed for a fee of 25.00 per form. Appropriate authorization/signatures must be obtained with payment prior to completion of forms. If provided with a fax number we are happy to fax these forms for your convenience.

**Please be aware that you are responsible for payment of all services provided to you. This will include reasonable attorney fees and collection costs in the event of default of payment. Please be aware that if a patient balance becomes 60 days past due with no contact and/or arrangements it will be forwarded to our collection attorney for further legal proceedings.**

**ANY QUESTIONS:** Please do not hesitate to ask! The best medical care is based on understanding and trust. Our staff as well as the Office manager are always available to assist you with any questions and/or concerns you may have.

We pride ourselves on patient satisfaction and welcome any comments, questions, and/or suggestions. We learn from experience and value your opinion as our patient and welcome any communication to ensure we continue providing service excellence to our patients and their families.