



GRAND LAKE PHYSICIAN PRACTICES™

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM

Family healthcare — for a lifetime.

A GUIDE TO OUR SERVICES



Welcome—

Caring for you and your family is a privilege that we take very seriously. Our job is to help you and the people you care about enjoy the healthiest lives possible, and our preference is to do this in a collaborative way that establishes a strong, lasting partnership.

We want to create an ongoing patient-caregiver dialogue that encourages wellness through education, preventive care, and timely treatment of any issues that arise along the way. By forming a relationship built on open communication, we get to know you and your loved ones as people, as well as patients, to achieve a deeper understanding of your overall health and the things that are important to you. Together, we can develop personalized plans to reach your unique health goals in every phase of life.

Thank you for the opportunity to be a part of your healthcare! We hope you find the following information about our policies and processes helpful.

Sincerely, **Physicians and Staff of
Grand Lake Physician Practices**



PRESCRIPTION REFILLS

When ordering prescription refills, please call your pharmacy at least 72 hours in advance to allow sufficient time for the pharmacy, and your physician, to receive and respond to your request before you run out of the medication. For maintenance medication, your physician will normally provide refills to last until your next scheduled office visit. If you are out of refills and have not seen your provider in the last three to six months, you will be required to schedule an appointment with the physician for disease management. Please allow ten to fourteen days for us to schedule your disease management appointment for medication refills.

SCHEDULING AN APPOINTMENT

Same day and next day appointments, telephone care, evening office hours and urgent after hours phone access with your provider make it easier to communicate with your provider.

For same day access, we encourage you to call as early as possible. Each provider has a significant number of openings, but they may be taken very quickly. Unscheduled walk-ins are discouraged because you may have a very long waiting period and be asked to schedule an appointment for another day.

CANCELLATION OF APPOINTMENTS

We ask that you provide at least 24 hours advance notice to cancel an appointment. If, due to circumstances beyond your control, you are unable to keep your appointment and are unable to provide at least 24 hours advance notice, please let us know as soon as possible so we can schedule an appointment for another patient. Failure to provide any advance notice of cancellation, or not showing up for an appointment, will be counted as a “no-show.” No-shows are tracked and subject to consequences or possible dismissal if abused.

REFERRALS FOR SPECIALTY CARE

Your insurance company may require you to have a referral from a primary care physician before seeing a specialist. They could also require your primary care physician to conduct a medical evaluation of your medical problem and your need for specialty care. Therefore, if you believe you need to see a specialist, we ask that you make an appointment with your primary care physician so he or she can evaluate the problem and make a determination of the need for, and nature of, the specialty referral. If you are already being seen by a specialist and need your referral renewed, we ask that you notify us of your need for a new referral at least one week in advance of your appointment with the specialist to allow us time to prepare the referral.

TELEPHONE CALLS

If you have a brief question, or feel the need to speak to your physician's staff by phone, we are available to answer phone messages when we're not actively providing direct patient care. In most clinics, this is usually late in the morning or at the end of the day. A nurse or medical assistant may be asked to return your call after discussing the matter with your physician. We try our best to respond to phone messages within 24 hours of receipt; however, with busy clinic schedules, our telephone time is limited. We prefer to evaluate and treat medical problems during scheduled office visits whenever possible so you can receive the adequate care and attention you can't get over the phone.

AFTER HOURS ACCESS

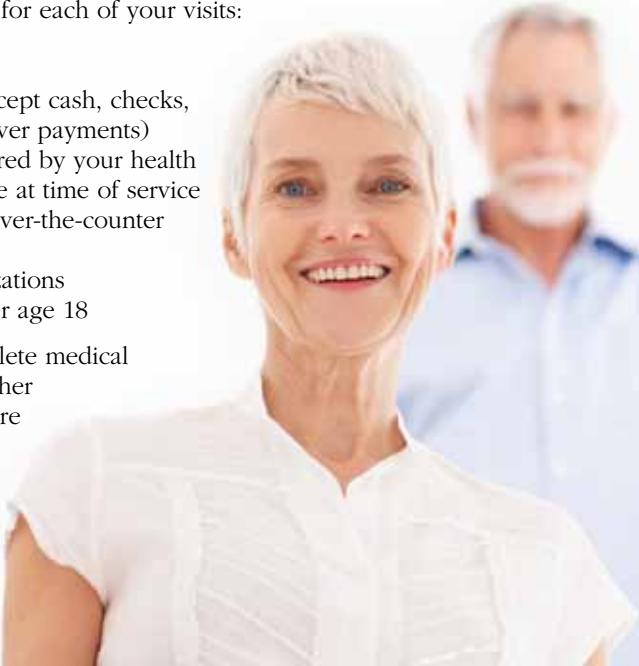
If you have a medical emergency outside of office hours and require the expert advice of your physician, you may call the Joint Township District Memorial Hospital switchboard. The switchboard will connect you with your physician. Please reserve these calls for urgent matters only and note that prescription refills are never urgent. Non-urgent calls made after hours may result in a fee.

OFFICE VISIT EXPECTATIONS

Please bring the following items for each of your visits:

- Insurance ID card
- Picture ID
- Office visit co-pay (we accept cash, checks, Visa, MasterCard or Discover payments)
- Your co-payment, if required by your health insurance company, is due at time of service
- Bring all prescribed and over-the-counter medications
- List of childhood immunizations received for patients under age 18

Giving your provider your complete medical history and information about other providers you see will help ensure you receive comprehensive, coordinated care.





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GRAND LAKE FAMILY PRACTICE & PEDIATRICS

801 Pro Drive
Celina, OH 45822
P 419-586-6489
F 419-586-8509

JAMES REICHERT, D.O. GENERAL & BARIATRIC SURGERY

801 Pro Drive
Celina, OH 45822
P 419-586-6480
F 419-586-8509

GRAND LAKE OB/GYN

1067 Hager Street
St. Marys, OH 45885
P 419-394-7314
F 419-394-7313

812 Redskin Trail
Wapakoneta, OH 45895
P 419-738-4414
F 419-738-5655

801 Pro Drive, Suite D3
Celina, OH 45822
P 419-584-1981

GRAND LAKE PRIMARY CARE

1040 Hager Street
St. Marys, OH 45885
P 419-394-9959
F 419-394-0255

1165 S. Knoxville Ave., Suite 105
St. Marys, OH 45885
P 419-394-9579
F 419-394-9580



WAPAKONETA PRIMARY CARE

812 Redskin Trail
Wapakoneta, OH 45895
P 419-738-4445
F 419-738-4601

MIAMI & ERIE FAMILY PRACTICE & PEDIATRICS

04463 State Route 66N
Minster, OH 45865
P 419-628-3821
F 419-628-9501

GRAND LAKE NEUROLOGICAL CENTER

200 St. Clair Street
St. Marys, OH 45885
P 419-394-9522
F 419-394-9523

VANAN ENT & SINUS CENTER

801 Pro Drive
Celina, OH 45822
P 419-586-6480
F 419-586-8509