

## Psychiatric Services of Grosse Pointe

131 Kercheval Avenue Suite 390

Grosse Pointe Farms, MI 48236

Office 313-885-6400

Dear Patients and Families:

In order to provide the best care possible for you, please help us with the following:

- ❖ Bring a list of ALL of your medications to each visit, including those from other providers and let our staff know if there have been any changes.
- ❖ Notify our staff any recent laboratory tests or diagnostic procedures so that we may attempt to obtain those results.
- ❖ Keep us informed of your current primary care provider and address. Many insurance plans ask to keep your provider informed about your care.
- ❖ If you need to call for a refill, please do so during regular phone hours: Monday through Friday, 9:30am - 12:00 pm & 1:00 pm - 4:00 pm. These messages are to be left on the pharmacy refill line, and please allow us some time before you are completely without medication. Messages left on the line during lunch break, after hours, weekends, and holidays will be addressed by the staff when they return to the office. We have a 48 business hour response time for all refill requests.
- ❖ When you call the office, our staff will review your call with the provider who will return your call if possible. Please be specific with the reason for the call in addition to your name and phone number.
- ❖ There are times when your specific provider may not be available. If you feel that you cannot wait to be called back, please go to the nearest emergency department for evaluation and treatment. Our providers are also on staff at Harbor Oaks Hospital in New Baltimore.
- ❖ Please be aware of the difficulties of the insurance industry and billing issues. Although we try to be as accurate as we can with insurance coverage and copay information, these often change without our knowledge. It is also extremely important that you inform us of any changes made to your insurance, since payment may require pre-authorization. Please note: **verification of insurance is not a guarantee of payment and is only done as a courtesy.**
- ❖ You are very important to us, and we will make every effort to address your needs; however, there are times when our staff may be addressing other patients' urgent needs as well. We appreciate your patience and understanding as we try to accommodate all patients.

Thank you,

James D. Adamo, MD, Robert Papazian, PsyD, Melissa Altomare, LMSW, Kaitlin Bettens, PA-C, Patrick Cooney, PA-C, Shane Dignan, PA-C, Lyndsey Muklewicz, PMHNP-BC