

Frequently Asked Questions - PATIENTS

1. How do I schedule an appointment?

You can schedule an appointment by calling our office @ (586)-741-5346

2. What should I bring to my appointment?

Please bring your insurance card, PCP referral if needed, a list of current medications, any relevant medical records, and a form of identification.

3. How do I schedule imaging procedures?

To schedule imaging procedures, take your referral to your preferred imaging service based on your insurance coverage.

- If you prefer to have your imaging done at a McLaren location, you can make an appointment by calling (800) 625-2736. For a complete list of imaging services, please visit mclaren.org/imaging.

4. Where is my lab and/or diagnostic testing results?

If your lab work was done at a different site, your provider will receive your results via fax or mail from that institute.

- For lab tests conducted at McLaren locations, results will be made available electronically to both providers and patients. If you have access to the MyMcLaren Chart patient portal, you can view your diagnostic imaging and laboratory results by logging into the portal.

5. How do I get a prescription refill?

To request a prescription refill, you can either call our office or have your pharmacy contact us on your behalf.

- **Please note** that if you haven't seen one of our physicians in over 6 months, we won't be able to refill your prescription. To ensure any medication changes are properly managed, make sure to attend your follow-up appointments.

Medical Records and Privacy

6. How do I access my medical records?

To obtain a physical copy of your medical records, or to have them mailed or faxed to other providers or legal entities, you will need to complete our Medical Record Release Authorization Form. Please note that a fee may apply for this process.

7. Is my medical information kept confidential?

Yes, your medical information is protected under HIPAA regulations, ensuring your privacy and confidentiality

Billing and Insurance

8. What insurance plans do you accept?

We accept a variety of insurance plans. Please contact our office for a list of accepted plans.

9. How can I pay my bill?

You can pay your bill by calling, by mail, or in person at our office. We accept cash, check, credit cards.

Specific Medical Concerns

10. Can I leave a message about my care via voicemail?

Yes, but we recommend leaving minimal information and asking the patient to call back to ensure privacy

11. Can I discuss my care with family members?

Yes, we can discuss your care with family members involved in your treatment, but only with your verbal or written permission.

12. How should I get "Patient Rights & Responsibilities – Michigan Act" information?

Our clinic will provide most of the information you need in the new patient package. One of the documents included is the "Patient Rights and Responsibilities - Michigan Act," which you should have received during your initial visit. If you need an additional copy, please ask any of our staff members, and they will be happy to provide it for you.