

ABOUT US

Northern Michigan Medicine and Pediatrics (NMMP) opened its doors in 2004.

- **Dr. John Gorman, Dr. Walter Meeker, Dr. Tim Rutkoski, Dr. Curt Schubert, and Dr. Scott Selle** are board certified in BOTH internal medicine and pediatrics, allowing each physician to care for patients of all ages.
- **Dr. Derek Pyne** is board certified in family practice medicine, which allows him to care for patients of all ages.
- **Dr. Sherry Small** is the Practice's female physician that focuses on pediatric/adolescent medicine. Dr. Small specializes in breastfeeding medicine.

In addition to physicians, the Practice has receptionists, medical assistants, and other staff to support your care needs.

PATIENT CENTERED MEDICAL HOME (PCMH)

NMMP is PCMH certified through Blue Cross Blue Shield and has been for over ten consecutive years. This designation means that the Practice has met and continues to meet a variety of standards in the areas of quality, safety, communication, access to care, and technology. These standards, in addition to efficient coordination of care, establish a solid foundation for the best patient-centered care possible.

As your Medical Home, we will:

- *Provide the best care possible that is based on quality and safety.*
- *Coordinate your care with other medical providers.*
- *Discuss your goals and listen to your concerns.*
- *Make sure a physician is available to you by phone after hours/weekends for certain medical needs.*
- *Have appointments available during the day if you are in need of care that cannot wait.*
- *Respect you as an individual and not make judgments based on race, religion, sex, age, disability, etc.*
- *Keep your medical information private and secure as required by law.*
- *Send reminders for yearly exams and completing your preventative care including mammograms, colorectal screening, vaccines and lab tests.*
- *Track your test results and provide you that information in a timely manner.*
- *Follow your care if you have been admitted/discharged from a hospital/facility.*

As your Medical Home, we trust you to:

- *Follow the care plan that is agreed upon to the best of your ability, including appropriate medications, keeping follow-up appointments, and seeing other providers when referred.*
- *Contact NMMP first before going to an urgent care for services that can be provided at our office.*
- *Understand that our office has extra appointments available and we want to be involved in your care.*
- *Understand the importance of scheduling your yearly physical to ensure all of your care has been completed.*
- *Tell us about all medications and over the counter supplements you are taking.*
- *Let us know if you have difficulty paying for medications and/or are in need of community programs so we can help you find the right assistance.*
- *Notify us when you see other health care providers and ask them to send us a report about your care.*

AFTER-HOURS CARE

If **urgent** medical treatment is needed after-hours, patients are directed to call 911, go to an urgent care clinic or hospital emergency department. For after hours health questions/concerns that CANNOT wait until the next business day, one of our physicians is always “on-call”. Patients should call the office number and follow the prompts for after-hour services. The physician will reach out to you as quickly as possible. Below are local urgent care locations:

True North Urgent Care
231-252-1810

Well Now Urgent Care
231-401-1166

Munson Urgent Care
231-935-8686

When to call 911 or go to a hospital emergency room:

If you feel you need medical treatment **NOW** and it's not safe to wait

- Examples: trouble breathing, chest pain, sudden numbness/weakness, uncontrolled bleeding

When to go to an urgent care:

If you need medical care **TODAY** and feel safe to wait a few hours

- **Call NMMP first**, even if after normal business hours as one of our doctors may be able to assist you over the phone or guide your care.

CONTACT INFORMATION

Northern Michigan Medicine and Pediatrics

3643 W. Front Street, Suite C, Traverse City, MI 49684

Phone: (231) 935-0614, Fax: (231) 935-0832

General Office Hours: Monday-Friday, 8:00 AM to 5:00 PM

Website: nmimed.com (you can access the patient portal via our website)

MAP

NMMP is located on W. Front Street. Entrance to the Practice is in the back (south) part of the building that we share with Associates in Dermatology. If you are coming from the east, we are on the left side of the road before the Concrete Service. There are two entrances off W. Front Street to access the parking lot.

Entrance and parking for the Practice is in the back of the building.

Once you are in the building, choose the adult or pediatric side and check-in.



FINANCIAL EXPECTATIONS

Many health insurance plans are accepted in addition to payments via credit card, check, and cash. The Practice accepts Visa, Mastercard, American Express and Discover cards. Patients are expected to pay co-pays at check in. After insurance is billed patients may receive a statement showing the remaining balance. Patients are expected to make prompt payments to avoid collections and/or discharge from the Practice. In some cases, we offer payment plans to assist patients in meeting financial obligations. For questions or concerns, please call our billing team at **231-709-6196**.

PRESCRIPTION REFILLS

Please allow at least 48 business hours for medication refill requests. Our Practice will refill prescriptions only at the request of the patient/caregiver, or via an electronic request from the pharmacy. Controlled substances require extra steps and precautions including, additional appointments, counseling, signed agreements, and use of the Michigan Automated Prescription System (MAPS), which allows the provider to see a complete list of controlled substance prescriptions filled by the patient. **Plan accordingly to avoid delays in refills.**

PATIENT PORTAL

We offer patients access to a Portal where they can communicate with the office, request prescription refills, view lab results, and pay a bill. The portal should be used for non-urgent communication.

Visit our website (www.nmimed.com) to access the portal link or use this QR code:



SCENT SENSITIVE ENVIRONMENT

NMMP requests that all patients refrain from bringing heavy scents into the office for the health and comfort of everyone. Some patients have severe allergies and cannot tolerate certain smells including perfume/cologne, tobacco, and marijuana.

APPOINTMENT ATTENDANCE

Not showing up for appointments, being late, or cancelling with less than 24-hours' notice creates an unnecessary gap in the physician's schedule that could have been filled with a sick patient. Patients that have re-occurring attendance issues may be charged a \$50.00 fee and/or permanently discharged from the Practice. If you need to change an appointment date or time, please notify the office as soon as possible.

SERVICE ANIMALS

Service animals and emotional support animals are not the same. A service animal is defined by the ADA as an animal that is trained to perform tasks directly related to a person's disability. Animals that provide only emotional support by their presence do not qualify as service animals and may be denied or allowed on a case-by-case basis. The Practice requires all dogs to be controlled on a leash.

COMMUNITY RESOURCES

Knowing and using available resources when you need them can be valuable to you and an important part of your overall wellness. Ask us for more details or a full list of available resources.

<p>Michigan 211 Directory Dial 211 or visit mi211.org</p> <p>Available 24 hours every day</p>	<p>Resource information on: Utility assistance, housing, food, transportation, military affairs, taxes, domestic violence, abuse and more</p> 
<p>Michigan Department of Health and Human Services (517) 373-3740 michigan.gov/mdhhs</p>	<p>Resource information on: Food, medical, burial assistance, services for adults, children, and seniors, information on reporting abuse and neglect, and more</p> 
<p>Foster Family Community Health Center Library (231) 935-9265 550 Munson Avenue</p>	<p>Information on community support groups and librarians available to assist with obtaining health information and connecting individuals with resources</p>
<p>Goodwill Industries (231) 922-4805 goodwillnmi.org</p>	<p>Resource information on: Housing, discount optical, donations, food pantries and more</p> 
<p>City of Traverse City Community Resource Page: https://www.traversecitymi.gov/resourceguides.asp</p>	<p>Resource information on: Food, medical, housing, education, transportation, utilities, mental health services and more (for all ages)</p> 