

GREAT LAKES ORTHOPAEDICS

Serving the community since 1954 as a medical facility. Our office consists of four board certified orthopaedic surgeons, Jeffrey E. Lawley, D.O., Paul J. Drouillard D.O., Joseph L. Walkiewicz, D.O. and Timothy Doig, D.O. Our physicians specialize in total knee and total hip replacements, shoulder surgery, sports medicine, pediatric orthopaedics and general orthopaedics.

Thank you for choosing our practice for your orthopaedic care. Great Lakes Orthopaedics would like to make your experience with our office as pleasant as possible. As you prepare to visit Great lakes Orthopaedics, you may have questions and concerns. We hope this fact sheet will help answer some of those questions.

REGISTRATION:

In order to better serve you, we ask our patients to bring their **current insurance card and driver's license**. If you do not have a valid license, please bring in the identification card the state provides you. We participate with many insurances. Most of these insurance policies require copays and deductibles, which are the responsibility of the patient at the time of service. Please be aware of the requirements of your insurance policy. We participate with several insurance companies but to be sure you should call the number on your insurance card. If you do not have any insurance coverage you will be required to pay at the time of service.

HEALTH MAINTENANCE ORGANIZATIONS (HMOS):

If you belong to a health maintenance organization (HMO) you must bring a **REFERRAL FORM**. Please contact your Primary Care Physician (PCP) prior to your visit, to obtain your referral. Please remember most PCP's are requesting that their patients call at least two weeks in advance for referrals.

WORKERS' COMPENSATION/AUTOMOBILE INJURY:

If you were injured at work or in an auto accident, we request a letter of authorization from either the auto company or the worker's compensation carrier. *A letter on the insurance's letterhead must include the following: claim number, adjusters' name, phone number, date of injury, employer and type of injury. We must be authorized to evaluate and treat. Your insurance company can either mail or fax this letter to us.*
734-422-8563

We must emphasize that as medical care providers, our relationship is with you, not your insurance company. Not all services are covered by all contracts. Any unpaid balances are the patient's responsibility. Your coverage is a contract between you and your insurance company and/or your employer. While the filing of insurance claims is a courtesy that we extend to our patients, all charges are your responsibility from the day the services are rendered. You will receive a bill at the time of service. For your convenience, our office accepts personal checks, Visa, Master Card, Discover or Care Credit.

DISABILITY FORMS:

As a courtesy, our staff will complete your form for a \$10.00 processing fee which must be prepaid. Please allow a 5-7 day processing period.

LOCATION:

Great Lakes Orthopaedics is located in Garden City. We are in the Medical Office building attached to Garden City Hospital. Our address is 6255 Inkster Road, Suite 103.

OFFICE HOURS:

If you are unable to keep your appointment, please notify us 24 hours in advance. The office is open Monday through Thursday 8:00 a.m. to 4:00 p.m. and Friday 8:30a.m. to 3:00 p.m.

The appointment desk can be reached at **734-422-8400**

The business office for billing questions can be reached at **734-422-8451**

If you have any questions regarding your appointment or our office policy, please feel free to contact our office.

You must bring photo id and insurance cards with you to your appointment