

**Kentwood Family Physicians, PC**  
5070 Cascade Road SE, Suite 250  
Grand Rapids, MI 49546  
Phone: (616)281-9066, Fax: (616)281-0539

Bruce M. Baker, D.O.  
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### **Office Policies**

**Office Hours:** Monday through Friday, 8:30AM to 5:00PM. While we do not see patients during the lunch hour (12:30PM-1:45PM), our office is not closed and our phones are answered during this time.

**Appointments:** Please call our office at (616) 281-9066 during normal business hours to schedule an appointment. Urgent medical issues will be scheduled the same day. Routine care (blood pressure rechecks, etc.) and physicals will be scheduled as soon as your physician's schedule permits.

**Emergency and After-Hours Care:** Please call your provider directly. Their number is listed on the back of your MDVIP membership card. They may be able to give medical advice, or may send you to a med-center or emergency room for a more thorough evaluation. In a medical emergency, please call 9-1-1 or go directly to the nearest emergency room. Please note that routine requests, such as prescription refills, are not handled after hours.

**Cancellations:** If you need to cancel an appointment, please call at least twenty-four hours in advance so that we can offer your appointment to another patient. (We do understand that there are extenuating circumstances and do take those into consideration).

**Lab results:** We will call you directly with urgent or unusual lab results and mail most normal and routine lab results to your home, or send a message to your patient portal, if active. Please allow three (3) weeks for processing of lab results.

**Prescription Refill Request:** Please call our main office number at (616) 281-9066 and speak to one of our receptionists to leave prescription refill requests. Be sure to have the name and strength of your medication available, as well as the name, location, and phone number of your pharmacy. **We ask that you allow 24-hour notice to process prescription refills, so please call well in advance of running out of your medication. PHARMACIES CAN NOT CALL IN REFILLS FOR YOU.**

**Insurance Referrals:** Please call our main office number at (616) 281-9066 and speak to one of our receptionists to leave referral requests. Please have available the name of the doctor you will be seeing, any testing (if known) that will be done, the date of the appointment, and the type of insurance you have. This process can take up to a week, so please call well in advance of your appointment.

**Parking:** We have plenty of parking, including handicapped-accessible spaces, directly in front of our building.

**Walk-In's:** The best way to see your own physician without a lengthy wait is to call ahead to schedule an appointment.

**Appointment Reminder Calls:** Our system will generate reminder calls, text messages, and emails to remind you of your appointment.

**Demographic Information:** Our receptionists will ask to verify your address, home and work phone numbers, and insurance information every time you visit our office. While we understand that this information rarely changes for many people, please allow us to verify your demographics to be sure that the information we have in our computer system is correct. Thank you for your cooperation.

**Privacy Policies:** For complete information regarding our privacy policy, please see our “Notice of Privacy Practices”. Basically, we will not release information from your medical record without your consent. This includes spouses and other family members, including parents of patients over the age of eighteen (18). Therefore, if you would like us to give medical information to your spouse, parent, significant other, etc., you should request a consent form to speak to family members.

**Transferring out of the Practice:** In order for us to release your records, you will need to sign our records release form or have a signed form from the office you are transferring to. There is a fee of \$25 for medical records for the first request. Any additional requests the charge is per page.

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