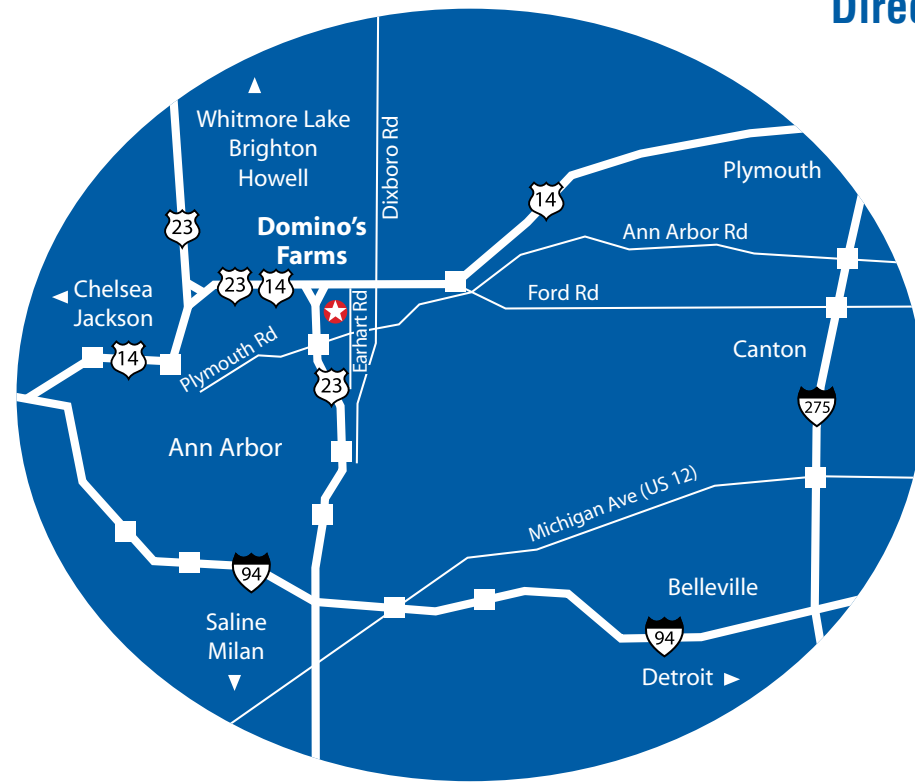


Questions for our medical staff



Directions

From the North

Follow US-23 South (stay to the left when US-23 junctions into M-14 East toward Livonia) continue on US-23 to Plymouth Road (**Exit 41**). Turn left (East) on Plymouth Road, follow Plymouth Road to the light at Earhart Road (less than one mile). Turn left onto Earhart Road, then left on Ave Maria Drive to the Lobby A parking lot.

From the South

Follow US-23 North to Plymouth Road (**Exit 41**). Turn right (East) on Plymouth Road on Plymouth Road, follow Plymouth Road to the light at Earhart Road (less than one mile). Turn left onto Earhart Road, then left on Ave Maria Drive to the Lobby A parking lot.

From the East

From I-94 West, take US-23 north (**Exit 180B**). Follow US-23 North to Plymouth Road (**Exit 41**). Turn right (East) on Plymouth Road, follow Plymouth Road to the light at Earhart Road (less than one mile). Turn left onto Earhart Road, then left on Ave Maria Drive to the Lobby A parking lot.

From M-14 West, take US-23 South to **Exit 41** (Plymouth Road). Turn left (East) on Plymouth Road, follow Plymouth Road to the light at Earhart Road (less than one mile). Turn left onto Earhart Road, then left on Ave Maria Drive to the Lobby A parking lot.

From the West

From I-94 East, take US-23 North (**Exit 180B**). Follow US-23 North to Plymouth Road (**Exit 41**). Turn right (East) on Plymouth Road, follow Plymouth Road to the light at Earhart Road (less than one mile). Turn left onto Earhart Road, then left on Ave Maria Drive to the Lobby A parking lot.

From M-14 East, stay right to merge onto US-23 South, take US-23 South to **Exit 41** (Plymouth Road). Turn left (East) on Plymouth Road, follow Plymouth Road to the light at Earhart Road (less than one mile). Turn left onto Earhart Road, then left on Ave Maria Drive to the Lobby A parking lot.



Our Adult Plastic Surgery Clinic is located in Lobby A of Domino's Farms.



PLASTIC SURGERY



Preparing For Your Appointment

At The University of Michigan Section of Plastic Surgery



Thank You for requesting an appointment with Plastic Surgery, a part of the University of Michigan Health System (UMHS) and allowing us to participate in your care. We look forward to welcoming you and getting to know you.

Welcome to the University of Michigan Plastic Surgery Clinic. Our surgeons specialize in every aspect of Plastic Surgery including:

- **Cosmetic Surgery**
- **Cancer Reconstruction**
- **Pediatric Plastic Surgery**
- **Hand Surgery**
- **Breast Surgery**
- **Craniofacial Surgery**
- **Cleft Lip and Palate Surgery**
- **Wound Care**

Our dedicated team of surgeons, nurses, residents and staff are here to provide you with the best available care. For additional information about U-M Plastic Surgery please visit our website at:

www.med.umich.edu/surgery/plastic

Please read through this information carefully

This packet is intended to prepare you for your visit with us at the Plastic Surgery Clinic. During your visit, our team will evaluate your current medical condition and recommend a treatment plan that will meet your individual needs. We work closely with other medical professionals throughout the University of Michigan in the care of each patient. As a result, the process takes time and preparation. You will need to arrange for a lengthy visit, and, prior to arriving, you will need to gather any medical records outside of the U-M Health System and insurance records to bring with you to your visit.

To make the time you spend with us as meaningful and productive as possible, we ask that you read through this packet carefully. You will find two important documents in this packet related to your specific appointment: The **Patient Itinerary** confirms the date and time of your visit and the **History Intake Form** that we ask you fill out and bring with you to your appointment. You will also see an **Appointment Checklist** included in this packet that lists all of the information you will need to bring on the day of your visit.

Preparing for your visit

I) Gather Your Information and Medical Records

To make the most of your appointment, we will need to review a number of items. To make it easier for you to collect the needed information, we have provided you with an **Appointment Checklist**. Be sure to complete all of the steps on this checklist before your visit. If you are unable to complete any portion of this checklist, please contact our call center at (734) 998-6022. If these records are not available to us at the time of your appointment, your visit may be cancelled or rescheduled.

Note: Any tests or procedures that were performed at a University of Michigan facility are already available to us and we will not need you to provide copies of these records for your visit.

II) Confirm Your Insurance Coverage

Medical insurance coverage varies greatly. Sometimes a visit to a specialist or a surgical revision is not a covered benefit. You will need to confirm the details of your coverage before your appointment.

- If you have any questions about whether we participate with your insurance carrier, or if office visits are a covered benefit, please contact the Billing Office for the Department of Surgery at (734) 647-5225 or (800) 914-8561 prior to your visit.
- If you have an HMO, you will need to obtain a written insurance referral from your Primary Care Physician in order for your visit to be covered by your insurance provider.
- If you do not have your referral with you at the time of your visit, you will be asked to sign a waiver agreement to pay for services in the event they are not covered by your insurance provider.
- If you are a surgery candidate and do not have your referral, we will not be able to schedule a surgery date during that visit.

III) Payments

- You are responsible for all office visits or consultation fees not covered by your insurance and will be expected to be paid in full at the time of your visit.
- If your surgery is not covered by your insurance provider, all surgery fees are expected to be paid 30 days prior to your scheduled surgery date.
- We accept payments via cashier's check, personal check, money order, credit card (American Express, Discover, Mastercard and Visa) or cash.

IV) Register or update your information at the University of Michigan

If you are a new patient in the U-M Health System, or if you are a U-M patient and need to update your personal or insurance information, you will need to contact the Registration office. Prior to your visit, please contact the Registration Office toll free at (866) 452-9896.

On the day of your visit

I) Arriving at the Plastic Surgery Clinic

Our clinic is located in Lobby A at Domino's Farms in Ann Arbor, Michigan. Parking is free of charge and a map of the area and directions to our clinic is included in this folder and can also be found on our website:

www.med.umich.edu/surgery/plastic

II) Checking in to our Clinic

Plan to arrive at our clinic 15 minutes prior to your appointment time. You will need time to park, locate the clinic and complete any final forms. As you arrive to our clinic please make sure to have your **Appointment Checklist** and all materials requested for your appointment. Please check in with our customer service associates where you will be asked to provide the information listed on your **Appointment Checklist**. If there is any additional information needed we will have you complete it at that time.

**Please make sure to verify any insurance changes with the customer service associate at check in.*

III) Late or early arrivals

Patients that arrive more than 30 minutes late to their appointment may need to reschedule. If you arrive more than 30 minutes early for your appointment, please plan on waiting until your scheduled appointment time to be seen by our team.

IV) Cancel or Rescheduling your Appointment

If you need to cancel or change your appointment after it has been scheduled, please notify us at least 24 hours in advance by contacting our call center at (734) 998-6022 or visiting our website at:

www.med.umich.edu/surgery/plastic

Ensuring good outcomes following surgery

I) Smoking

Smoking can greatly impair your ability to heal. If you currently smoke, you may not be considered a good candidate for some operations. In those cases, if you are a smoker, it may result in the cancellation of your surgery. You must be nicotine and smoke-free for at least 4 weeks prior to certain surgical procedures.

II) Medications

Some medications can increase your risk of complications during and after your surgery. Please make sure to list the names of all current medications you are taking with our medical staff at the time of your consultation. Failure to inform us about the medications you are taking may result in the cancellation or rescheduling of your surgery.

Call Center

Hours of Operation: 8:00am – 4:30pm
Call Center Hotline: (734) 998-6022
Call Center Fax: (734) 998-6403

Address:

Plastic Surgery Clinic
Domino's Farms, Lobby A
24 Frank Lloyd Wright Drive
Ann Arbor, MI 48106-0735

Website:

www.med.umich.edu/surgery/plastic

Call Center Hotline: (734) 998-6022

** Please have your U-M registration number available*

** Please have your pharmacy's name, fax No. and phone No. when using our prescription hotline.*

- ☐ **Press 1** to make, cancel or reschedule an appointment or to speak with a nurse.
- ☐ **Press 2** to request prescription refills.
- ☐ **Press 3** to speak with a surgery scheduler.
- ☐ **Press 4** to inquire about cosmetic pricing.
- ☐ **Press 5** for billing information.
- ☐ **Press 6** for contact information and hours of operation.

** Any requests such as prescription refills or questions requiring follow up from a member of our staff will be responded to within 4 hours of your call or the following day for messages left after 3:30pm.*

** You may leave a message during non-business hours and one of our staff will return your call the next business day.*

Appointment Checklist

You will need to bring the following to your appointment:

- ☐ Insurance Card(s)
- ☐ A referral form if required by your insurance company
** If you do not have a referral form and it is required by your insurance, you will be asked to sign a waiver.*
- ☐ University of Michigan Blue "Registration Card"
** If you do not have your Blue registration card, one will be provided for you at the time of your visit.*
- ☐ A completed **History Intake Form** about your medical and family history
** The questionnaire has been developed to help make the most of your visit and is provided in this packet.*
- ☐ Current Medical Records pertaining to your visit

If you have had these tests performed at the University of Michigan, we will have access to these reports and you will not need to gather them for us.

** Please note that these medical records are your responsibility and will be given back to you at the end of your visit with us. You may need to bring them to follow up appointments.*

Plastic Surgery Clinic

Domino's Farms, Lobby A
24 Frank Lloyd Wright Drive
Ann Arbor, MI 48106-0735

Phone: (734) 998-6022

Fax: (734) 998-6403

Website:

www.med.umich.edu/surgery/plastic



We encourage you to use the back of this form to list any questions you may have for us during your visit.