



## Physician Offices Patient Portal, Convenient and Secure

We make it easy for you to securely access your test results, request an appointment or communicate with your provider between appointments. Be sure to request your confidential login information from our office to set up your Holland Hospital Physician Offices Patient Portal account.

We cannot release information about your care without your written consent. All staff follow strict protocols to ensure confidentiality and protect your privacy and health information.

## After-hours Care and Emergencies

For medical urgencies after hours, call our office to be connected to our call service for further instructions. For minor illnesses and injuries, Holland Hospital Walk-In Care is open Monday – Friday 7 AM – 6 PM, and Saturday 7 AM – 12 PM. Extended hours and services are also available at Holland Hospital Urgent Care, open 8 AM – 8 PM seven days a week.

For life-threatening medical emergencies, always call 911 for transport to the Emergency Room.



### HOLLAND HOSPITAL FAMILY MEDICINE – SOUTH WASHINGTON

904 Washington Ave, Suite 210  
Holland MI 49423  
(616) 392-8035  
hollandhospital.org

#### HOURS

Monday	8 AM – 7 PM
Tuesday	8 AM – 7 PM
Wednesday	8 AM – 5 PM
Thursday	8 AM – 5 PM
Friday	8 AM – 1 PM



Holland  
Hospital

FAMILY  
MEDICINE  
SOUTH WASHINGTON



FAMILY  
MEDICINE  
SOUTH WASHINGTON





## Welcome!

Holland Hospital Family Medicine – South Washington provides coordinated, personalized care for you and your family. From routine checkups and treatment for illnesses and injuries to chronic disease management and wellness education, our board certified physicians and advanced practice providers have your primary health care needs covered.

## Your First Visit

We are pleased to have you as our patient. Our new patient care coordinator is available to answer questions and help you become familiar with our practice. Call (616) 394-3200 during office hours to reach the new patient coordinator.

To save you time, new patient forms can be completed prior to your first visit and emailed to [newpatientscheduling@hollandhospital.org](mailto:newpatientscheduling@hollandhospital.org). You'll find the printable forms at [hollandhospital.org/fmsouthwashington](http://hollandhospital.org/fmsouthwashington). Or if you prefer, please arrive 15 minutes early to fill out the forms at our office. Please bring your insurance card(s), list of current medications and medical history information.

## Appointments and Scheduling

We offer same day appointments for existing patients, evening appointments and the added convenience of online (virtual) appointments. Appointments for routine physicals should be made well in advance. To schedule, call our office at (616) 392-8035, or you can message us through your patient portal account. Please make every effort to keep your appointment. Should you need to reschedule, please call us at least 24 hours in advance.

## Insurance and Billing

We participate with most insurances. If you have questions about your health plan or coverage, contact your insurance carrier prior to your appointment. If your insurer requires you to have a primary care physician, be sure your Family Medicine – South Washington provider is listed as your PCP.

We will bill your insurance directly, however payment for any copays, deductibles and non-covered services is required at the time of service. For billing questions, please call our billing specialists at (616) 394-3116.

## Virtual Visits

Is a virtual visit right for you? All you need is a smartphone or tablet with internet access. If a virtual visit is appropriate for your medical needs, our staff can schedule you to see a provider from the comfort and convenience of home or from anywhere!

## Prescription Refills

For routine medication refills between appointments, please contact your pharmacy a week before your prescription runs out. Your pharmacy will electronically request the renewal.

## Services and Treatments

- Medical care for all ages
- Annual physicals and health screenings
- Infant care and well-child visits
- Immunizations
- School and sports physicals
- Skin conditions, acne, rashes, age spots and wart removal
- Minor office surgeries, laceration repair, lesion removal and biopsies
- Allergies and asthma
- Diabetes education
- RN care management for chronic diseases
- In-office therapists for mental health concerns

