

BONE HEALTH

844 Washington Ave | Entrance B, Suite 1200 | Holland MI 49423
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Hello,

We are pleased that you chose Holland Hospital Bone Health for your health care needs. Now that you have met with your bone health provider, we would like to ensure you have the best experience with our team.

Our **Patient Portal** is convenient and secure. You can access your health information, view test results, manage appointments, set reminders, and message your health care team. Our staff can send the link to your email to get set up.

A few friendly reminders

- Please bring your current insurance card and ID with you each visit
- We require a few forms to be completed prior to meeting with your provider at each follow-up visit. These forms can be found on our website: www.hollandhospital.org/bonehealth under the Established Patient Forms link, or you can fill them out when you get to your appointment. If you complete them in the office, please plan on arriving 10-15 minutes prior to your appointment to complete these forms.
- Return appointments are scheduled anywhere between 20 and 40 minutes, depending on the care you need. If you arrive 10 minutes late, we will ask you to reschedule your appointment so other patients' scheduled appointments are honored for that day.
- You will receive a phone call reminder and a text reminder. Please be sure you note the date/time and location.
- If you are unable to attend your appointment, please contact us at least 24 hours in advance. We understand that emergencies happen, and we want to ensure your appointment is rescheduled.
- Please be aware of our no-show policy that states if you do not show for your appointment and have not contacted our office, we will send you a reminder letter to call our office to reschedule. We will do this two times. Patients who no-show a third time are discharged from the practice and are unable to reschedule an appointment with our providers.
- If you choose not to return to our office, please notify us so we do not continue to contact you regarding your appointment.

We are grateful to have you as our patient and look forward to providing you excellent care.

Warm regards,

Holland Hospital Bone Health Providers and Staff