

Our Professional Staff:

Jerry L. Ferrell, M.D.

Dr. Ferrell attended the American University of the Caribbean and completed his specialty training through MidMichigan Medical Center's Family Practice Residency Program. Dr. Ferrell is certified by the American Board of Family Practice and joined Family Medicine Associates in 1990.

James H. Frye, M.D.

Dr. Frye attended the University of Michigan Medical School and completed his specialty training through MidMichigan Medical Center's Family Practice Residency Program. He is certified by the American Board of Family Practice. Dr. Frye is one of the three physicians who founded Family Medicine Associates in 1977.

Timothy J. Kosinski, M.D.

Dr. Kosinski attended the University of Michigan Medical School and completed his specialty training through MidMichigan Medical Center's Family Practice Residency Program. Dr. Kosinski joined Family Medicine Associates in 1980.

Craig R. Sonke, M.D.

Dr. Sonke attended medical school at the University of Cincinnati and completed his specialty training through MidMichigan Medical Center's Family Practice Residency Program. He is certified by the American Board of Family Practice. Dr. Sonke joined Family Medicine Associates in 1979.

Jakub Malarz, M.D. Dr. Malarz attended the Jagiellonian University Medical College, Krakow, Poland and completed his specialty training through MidMichigan Medical Center's Family Practice Residency Program. Dr. Malarz is a member of the American Academy of Family Physicians and joined Family Medicine Associates in August 2009.

About our Pediatricians:

Jennifer C. Grossman, D.O.

Dr. Grossman attended Michigan State University School of Osteopathic Medicine and completed her specialty training in Pediatrics at St. John Hospital and Medical Center in Detroit. Dr. Grossman is a Diplomat of the American Academy of Pediatrics and joined Family Medicine Associates in August of 2001.

Hugo Juarbe, M.D.

Dr. Juarbe attended medical school in the Dominican Republic and completed his specialty training in Puerto Rico. He had a solo practice for eight years in Puerto Rico and has spent seven years as part of MidMichigan Pediatrics. Dr. Juarbe is a Diplomat of the American Academy of Pediatrics and joined Family Medicine Associates in October of 2002.

About our mid-level Providers:

Roberta L. Corbat, R.N., N.P.-C.S. Ms. Corbat obtained her BSN at Saginaw Valley State University and her MSN, FNP through Michigan State University. She is certified as a Family Nurse Practitioner by the American Nurses Credentialing Center. Ms. Corbat is a native of Midland. She is trained to provide a variety of services and will be sharing with your physician in meeting your medical needs as part of the health care team at Family Medicine Associates.

Karen D. McHenry, P.A.-C. Ms. McHenry attended the University of Detroit Mercy, Detroit, Michigan, completing the Physician Assistant Program. Karen has been a lecturer at Central Michigan University, an Assistant Adjunct Professor, Department of Family Practice, Michigan State University and on the Faculty of the Midland Family Practice Residency Program, MidMichigan Medical Center in Midland, Michigan. Karen is trained to provide services in women's health, colposcopy, sigmoidoscopy, minor surgical procedures and other health maintenance issues in cooperation with the physicians of Family Medicine Associates of Midland.

Michael P. McHenry, P.A.-C. Mr. McHenry attended the University of Detroit Mercy, Physician Assistant Training Program in Detroit, Michigan. Mike has also been an Assistant Professor at Michigan State University, College of Human Medicine and on the Faculty of the Family Practice Residency Program of MidMichigan Medical Center in Midland, Michigan. Mr. McHenry is a Fellow member of the American Academy of Physician Assistants, a member of the Michigan Academy of Physician Assistants and Society of Teachers of Family Medicine. Mr. McHenry is trained to provide your health care needs in cooperation with the physicians of Family Medicine Associates of Midland.

Kathryn Gallihugh, P.A.-C. Ms. Gallihugh is a Midland native who graduated from Midland High School and Central Michigan University with a B.S. in Health Fitness and M.S. in Physician Assistant Studies. She is a Board-Certified Physician Assistant and will be providing pediatric patient care with Dr. Jennifer Grossman and Dr. Hugo Juarbe.



Family Medicine Associates of Midland, P.C.

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Midland, Michigan 48640

Phone: 989-631-9515 or FAX: 989-839-8817

Visit us on the Web at www.fma555.net



Welcome To Our Practice!

Family Medicine Associates of Midland, P.C.

We welcome you to **Family Medicine Associates of Midland**. We appreciate the trust you have placed in the staff here, as we endeavor to meet the medical needs of you and your family.

This pamphlet has been specially designed to answer many of the questions you may have regarding our practice. Out-lined within this pamphlet are details about the procedures and methods utilized at Family Medicine Associates. We feel that the more you know about us, the more we can be of service to you and your family. If, however, there are any questions not answered in this pamphlet, please feel free to contact us. We are here to help.

At Family Medicine Associates, we take great pride in our staff. Our receptionists, secretaries, technical and nursing personnel operate as a team. We hope as you get to know us, (and we get to know you) you will share our sense of confidence in them.

Services Offered:

Family Medicine Associates is a multi-specialty group of physicians comprised of Board Certified Family Practitioners and Diplomats of the American Board of Pediatrics. We are in the business of **"People Care"**. We not only treat acute illnesses, we stress preventative medical care and health maintenance. From broken bones to routine check-ups, the physicians of Family Medicine Associates strive to maintain a combination of old-fashioned skill and care with modern, up-to-date knowledge and technology. We believe preventing a problem

not only keeps you and your family healthier, in the long run helps us all keep health care costs to a minimum. Our physicians provide professional treatment for all phases of family medical care and pediatrics. They can be relied upon to treat anything from infections to sprained ankles as well as perform routine medical check ups.

Office Hours:

Family Medicine Associates is open from 8:00 a.m. to 5:00 p.m., Monday thru Friday. We are also open from 9:00 a.m. until 12:00 noon on Saturdays, for acute medical problems.

Telephoning the Office:

Each doctor has a direct line that will enable you to either reach his/her own staff, or the staff for the physician on call. These numbers follow:

Dr. Ferrell — 989-839-8806
Dr. Frye — 989-839-8812
Dr. Kosinski — 989-839-8813
Dr. Sonke — 989-839-8810
Dr. Mularz — 989-374-0151
Dr. Grossman & Dr. Juarbe — 989-839-8804

To reach the Physician Assistants — call 989-839-8808. Our Nurse Practitioner may be reached by dialing 989-631-9515 and entering extension 107. All other calls should be directed through our main switchboard number — 989-631-9515. It should be noted that the phones are forwarded to voice mail over the lunch hour from 12:00 noon to 1:30 p.m. and at 4:45 p.m. so that secretaries and nurses can answer the day's phone calls and call in prescriptions.

Appointments:

Routine appointments can be made by calling your physician's direct line phone number. If you are in extreme pain, or having an acute problem, please let the person who answers the phone know this immediately. This allows us to give you the prompt attention you need.

We strive to stay on schedule, however there are emergency situations that may cause us to be delayed from time to time. If this should occur on a day you are scheduled to be seen, and you are unable to wait, please let us know so that your appointment can be rescheduled.

A \$25.00 fee will be assessed to patients who do not show up for their scheduled appointment or do not cancel within 24 hours prior. Your insurance will not cover this charge and this fee will be billed directly to you – payment is expected prior to your next scheduled appointment. If you miss more than 3 appointments, you and your family may risk being terminated from the practice. Remember, if you do not come to your appointment, there is another patient who is unable to see his/her doctor because of your failure to keep your appointment. Please be courteous.

We realize that emergency situations do occur, and at Family Medicine Associates we do our best to respond promptly. When an emergency occurs after hours, call **989-631-0970** and the hospital will get a message to the physician on call.

During office hours, we will try to handle emergency situations in the office whenever possible. If your emergency occurs after regular office hours, and the physician on call feels it best that you not wait until the office re-opens, he may suggest that you be seen at an urgent care facility or at the MidMichigan Medical Center's emergency room. We will do our best to provide you with the best care in a way that is most economical to you and your family.

Prescriptions and Refills:

If you call for a prescription refill, please have the exact name of the medication as well as the dosage, the prescription number and the name of your pharmacy readily available. Notify our secretary or nurse of any drug allergies or sensitivities. Routine prescription refills are not handled after hours or on weekends.

Hospitalizations:

Certain conditions may require hospitalization for proper evaluation and treatment. In this event, our office will make appropriate arrangements with MidMichigan Medical Center for your admission.

After Hours Telephone Consultations:

Every evening at 5:00 p.m., our On Call Physician begins his coverage for the entire practice. He receives many telephone calls during this time. Some are very urgent and clearly others could be handled during regular office hours, such as refills of routine prescriptions and non-emergent health care issues. During many after hours telephone calls, a significant amount of medical advice is given. This clearly creates increased medical liability for our practice because the physician does not have access to your medical record and may not be familiar with your medical history. We make concerted efforts to enter information received from these calls in your medical record. Calls that require consultation and may require treatment will be charged \$15.00. Calls of an emergent nature requiring further treatment at the emergency room or urgent care center will not be subject to this charge. While we do not wish to discourage you from using our On Call Physician, we do request that you try to have as many of your medical needs as possible met during regular office hours.

Fees and Payment Procedures:

PAYMENT IS EXPECTED AT THE TIME OF SERVICE FOR ANY AND ALL OFFICE SERVICES. We participate with Medicare, Medicaid, BCBS PPO, Aetna, PPOM, Cigna and most other Connect Care Plans. If you are unsure if we participate with your insurance plan, please ask. Those patients covered under participating plans will be asked to pay, at the time of service, for all non-covered services and to pay any deductible and/or co-payment for covered services.

For your convenience, MasterCard, VISA, Discover and American Express are accepted.

FOR PATIENTS WITH COMMERCIAL INSURANCE: The patient is responsible for all office charges at the time of service. The patient is also responsible for any amounts deemed over "usual, customary and reasonable" by the insurance carrier. Should the insurance check go to the patient, we expect that payment be applied to the balance within 5 (five) working days to avoid collection issues.

There will be a \$25 fee assessed for any and all checks returned from the bank for any reason.

A collection agency will be utilized for accounts that are deemed uncollectible by this office.

If any special payment arrangements are required, they must be handled by our billing department **prior to services being rendered.**

If you have questions regarding our fees, please feel free to speak with our office administrator.

A Final Word.....

Everyone at Family Medicine Associates is committed to providing you and your family with the best possible medical care. We strive to provide you this care with the utmost convenience and economy. Our physicians, mid-level providers, nurses and support staff have the skills, knowledge and experience necessary to treat your medical problems and protect your health. Remember, our main priority is ***you***, our patient.