Dear Patient,

Welcome to the University of Michigan Center for Reproductive Medicine. We are dedicated to providing the highest quality care to our patients and look forward to assisting you in making decisions that are right for your circumstances. On behalf of the entire team, we thank you for choosing us for your reproductive health care needs. If you are unable to keep any of your appointments, please contact us as soon as possible to either cancel or reschedule your appointment at (734) 763-6295, option 1.

Our goal is to make your first visit as informative and pleasant as possible. In preparation for this, please be sure to read through all of this material and have any applicable testing completed and/or the questionnaires assigned to your visit completely filled out as soon as possible, PRIOR to your appointment. If you are scheduled for a video visit, you must be in the states of Michigan or Ohio to proceed with your appointment.

If you are unsure where to locate your questionnaires, you can find them located under the main menu within the Patient Portal. Select your visit with Center for Reproductive Medicine or Urology and locate the questionnaire section. Questionnaires can be accessed by selecting the answer icon. If for any reason you experience patient portal issues, please call Patient Portal Services at (734) 615-0872.

In addition, you must provide a valid form of identification at your first in-person visit otherwise we reserve the right to cancel your appointment. The length of time for your initial visit will depend on your individual circumstances and the recommendations made at that time. While we hope to make your visit as efficient as possible, please allow 1-2 hours so that all your concerns and questions can be addressed as completely as possible for your visit.

Since we do not provide childcare services, if you are bringing children to the clinic, please bring someone along to care for your children during your appointment. Our staff cannot take on this responsibility. We request that you do not leave children unattended. All children must be always watched by an adult. If you will be unable to watch the child(ren) that you bring, please do not bring them. Due to COVID19, there may be visitor restrictions that may change promptly before your visit, please be sure to verify if a visitor is permitted during your visit as the policy may change from the time you schedule your appointment.

If you were referred to the Center for Reproductive Medicine by a facility outside of the University of Michigan Health System or merely looking for a second opinion, please have any related medical history pertaining to the visit that needs to be scanned in before your appointment, you can upload the images/documents through the patient portal or you may reach out to the HIM Document Imaging Team to have these forms scanned in.

- Email: HIM-DIQA@med.umich.edu
- Phone: 734-936-2517

If you would like your spouse, partner, family and/or friends to be involved in verbal discussions regarding your care including diagnoses, test results and treatment options, please complete the Family and Friends Outpatient form. This form can be requested from the clerical team at the front desk, or you may request to have this form sent to you through the portal.

We feel it is important to take a comprehensive approach to your evaluation and treatment. Attending and resident physicians, fellows, medical students, nurses, our social worker, and other staff may be involved in your care. We will do our best to introduce the individual members of our team as you meet them and to explain our roles in your care.

Thank you again for choosing the Center for Reproductive Medicine. We look forward to meeting you!

Sincerely,

The Center for Reproductive Medicine Team
Directions From the North
Follow US-23 south (To Toledo) to I-94 west (exit 35. Follow I-94 west to State Street (exit 177). Turn right on State Street. Briarwood Mall is on the Left. Turn left on Briarwood Circle Drive. At the stop sign turn right. Proceed to Plaza Drive, turn right at the first entrance and Follow signs to Building 1.

Directions From the South
Follow US-23 north to I-94 west (exit 35). Follow I-94 west to State Street (exit 177). Turn right on State Street. Briarwood Mall is on the Left. Turn left on Briarwood Circle Drive. At the stop sign turn right. Proceed to Plaza Drive, turn right at the first entrance and Follow signs to Building 1.

Directions From the East
Follow I-94 west to State Street (exit 177). Turn right on State Street. Briarwood Mall is on the Left. Turn left on Briarwood Circle Drive. At the stop sign turn right. Proceed to Plaza Drive, turn right at the first entrance and Follow signs to Building 1.

Directions From the West
Follow I-94 west to State Street (exit 177). Turn left on State Street. Briarwood Mall is on the Left. Turn left on Briarwood Circle Drive. At the stop sign turn right. Proceed to Plaza Drive, turn right at the first entrance and Follow signs to Building 1.
Frequently Asked Questions for UMHS New Patients
More internal information: http://umhealth.me/miportal
For a complete presentation: http://umhealth.me/portalpresent

How do I get access to the patient portal and retrieve my activation code? Go to www.MyUofMHealth.org and follow the instructions to request an activation code. You will receive your code within 72 hours of request. Once you have your code, go to www.MyUofMHealth.org, click Sign Up Now, and follow the directions. If you need further assistance you can call Patient Portal Services at (734) 615-0872.

How do I find my MRN? A patient’s MRN, or Medical Record Number, is located on your Appointment Reminder.

*How do I update any personal information? Patients can call Registration at (734) 936-4990 to update any changes with name, address, insurance, phone numbers, pharmacy, emergency contacts, guarantors, and much more.

**If my partner (if applicable) is not registered do they need to be before my appointment? YES! There may be tests that need to be ordered so this will help speed up that process. Please be sure to place the MRN on the questionnaire (front page). Registration can be contacted at (734) 936-4990 as this could delay your treatment plan.

What information is available to me in the portal? Patients may view appointments, labs and medication lists; request prescription renewals; and access immunization records and growth charts in the portal. Radiology results are available 14 days after verification. The portal only shows information from Ambulatory Care visits from 8/15/2012 forward. If a patient was seen as an inpatient or in the Emergency Department or a Hospital Outpatient Department (HOD) after 8/15/2012, that information will not appear. Information available to U-M staff is not always available in the portal.

Can I access the portal on my cell phone or tablet? YES! A free application, called MiChart, is available in iTunes and the Android Market.

Do my estimated fees change for my plan during the annual fee update? If you have an established plan on/prior to June 30th, we will honor the estimated fees provided for that plan when it was established. If your plan is not established until July 1st or after, the estimated fees will reflect the updated annual fee amount.

If you have any additional questions that may have not been answered: Please visit MyUofMHealth.org, there will be lots of supporting information for visitors. They can also email HIM-PatientPortal@med.umich.edu or call 734-615-0872 to speak with a representative.