Our Location

Pine Rest Lakeland Clinic
3950 Hollywood Rd, Suite 200
St. Joseph, MI 49085

Hours
Monday – Thursday: 9:00 a.m. to 6:00 p.m.

Contact Information
New Patient Appointments:
Call 866.852.4001

Current Patient Appointments & Questions:
Call 269.408.9156
Fax 616.827.4731

Current Patient Online Records, Refill Requests, Payments:
pinerest.org/mychart

After-Hours Emergencies/Pine Rest Contact Center:
Call 616.455.9200 or 800.678.5500
TTY 616.281.6446

Lakeland Clinic
Psychiatric Access Clinic

pinerest.org/lakeland
We're sure you have a lot of questions. Following are the answers to some of the more frequently asked questions.

Who will provide my care?

Instead of meeting only with a psychiatric provider, you will be seen by a team of specialists. During each visit, you will see:

• A psychiatrist, physician’s assistant or nurse practitioner
• A psychologist, social worker or counselor
• A medical assistant

With this team approach, each member of the team can focus on their area of expertise, creating a quality experience. Similar to a visit to your primary care provider or another specialist, the therapist and medical assistant will spend time with you to go over your past history, current symptoms and medications, before you meet with the psychiatric provider.

What if I have a question or concern between appointments?

Call the Pine Rest Lakeland Clinic and leave a message with the psychiatry support team. One of our team members will contact you shortly.

If you have an emergency, please call 911 or go to the nearest emergency room.

Do I need to be referred?

To ensure the fastest access possible, your provider will work with you to facilitate your referral. You will complete and sign a referral form in your provider’s office. This form allows us to call you to arrange your initial evaluation.

How do I share info about my appointment with my medical care team?

Make sure to enroll in MyChart when scheduling your initial evaluation. Then, during or after your initial evaluation at Pine Rest, you will be able to complete a Release of Information form that will allow Pine Rest to share information with your medical care team.

What do I need to do before my first appointment?

1. By enrolling in MyChart, you will automatically receive all the paperwork needed prior to your first appointment. This paperwork takes about 20 minutes to complete and MUST be completed prior to your appointment. You can also access this paperwork at pinerest.org/telehealth-testing/adult-new-patient-super-form/.

2. Your medical provider will also need to be sure you have had these tests within the last six months and forward the results to us: CBC, CMP, B12, Vitamin D, TSH.

What insurance do you accept?

We participate with most health insurance plans. Our support staff is happy to assist you with questions about coverage and payment.