



Benzie County Medical Care Facility
210 Maple Ave
Frankfort, MI 49635
Phone: 231-352-9674 ~ Fax: 231-352-5001

Transportation for Appointments

The Maples will provide transportation for your loved one to all scheduled medical appointments. To ensure safe, timely, and well-coordinated care, please review the following guidelines:

- **Facility-Provided Transportation**

We will transport your loved one to all appointments unless you notify us that you plan to transport them yourself.

- **Scheduling Appointments While at The Maples**

Our staff will schedule any medically necessary appointments for your loved one during their stay. We will inform you of upcoming appointments and transportation arrangements.

- **If You Choose to Transport Your Loved One**

If you plan to transport your loved one to an appointment, please notify the nursing staff ahead of time.

- If a follow-up appointment is scheduled during the visit, please inform the nursing staff upon return.

- **Meeting at the Appointment**

If you prefer to meet your loved one at the appointment rather than transport them, please let us know in advance so we can coordinate arrival and communication with the provider.

- **Appointments Scheduled Prior to Admission**

If your loved one has an appointment that was arranged before arriving at The Maples, please notify the nursing staff or Admissions Coordinator upon admittance so that it can be added to our schedule. This ensures we have a driver and that they are dressed, prepared, and have eaten.

- **Appointments Scheduled by You During Residency**

If you schedule a new appointment while your loved one is a resident, please inform the nursing staff or receptionist prior so transportation and preparation can be arranged.

- **Appointment Cancellations**

If you or the physician cancels an appointment, please notify our staff as soon as possible.
