

Our Commitment to Patient Safety

Safe, equitable patient care and an excellent care experience are our mission at Great Lakes Bay Surgery & Endoscopy. We know you have a choice in medical facilities and providers. We are honored to care for you in partnership with your doctor.

We promise we will care for you in the way we would want our own loved ones treated; with attention to your needs, communication about your procedure and assisting you to know what will happen next. Our caring nurses and technicians are focused on providing the very best experience during your visit.

We will be with you in each step of your patient journey; from providing convenient appointments, online health history collection, appointment reminders, and day of service text updates for your driver/family member. We will even follow up with you the day after your procedure to check in on your recovery.

Please complete our patient satisfaction questionnaire after your appointment and let us know how we are doing. Your input helps us to continually improve and is a valuable part of our Quality Assessment and Improvement Program.

Great Lakes Bay Surgery & Endoscopy is licensed by the State of Michigan and accredited by The Joint Commission.