

# SCOTTSDALE CENTER FOR UROLOGY

9590 E Ironwood Square Drive, Suite 125

Scottsdale, AZ 85258

480-272-6400 (phone)

480-272-6351 (fax)

Dear Patient:

We are pleased that you have scheduled an appointment with our office and we would like to make you aware of our policies and procedures.

## **APPOINTMENT SCHEDULING:**

Appointments can be made Monday through Thursday 8:00am to 12:00pm and 1:00pm to 5:00pm and on Fridays from 8:00am to 1:00pm.

**NEW PATIENTS:** arrive **30 minutes** prior to your appointment time to complete the new patient paperwork. If you do not arrive 30 minutes prior to the appointment you may be asked to reschedule. You may access our website, **scfurology.com**, and print the new patient paperwork located in the Patient Info tab, fill it out and bring it with you to the appointment. Also, bring the items listed below to your appointment:

- 1) a government issued photo ID such as a driver's license, passport etc...,
- 2) insurance card(s),
- 3) a referral (if applicable),
- 4) a list of all medications and allergies,
- 5) any medical records or films (if not done at SMIL or Scottsdale Healthcare) pertaining to the reason you are being seen.

**ESTABLISHED PATIENTS:** arrive **20 minutes** prior to your appointment. Please remember to bring the items listed below to each appointment:

- 1) a list of all medications and allergies,
- 2) test results (if applicable),
- 3) insurance card(s).

## **CANCELLING YOUR APPOINTMENT:**

Appointments must be cancelled twenty four hours in advance or be subject to a \$25.00 cancellation fee. Patients that no-show for their appointment will be charged a \$25.00 fee.

## **AFTER HOURS:**

If you need to speak to the doctor on call for an **urgent** nature please call our answering service at 602-787-3191 and the doctor on call will be paged.

## **UPDATING YOUR PERSONAL INFORMATION:**

It is crucial to have accurate information in your chart so we are able to provide you with expedient service. Please notify our office immediately of any changes in your medications, allergies, insurance, address or telephone number. Upon arrival at your next appointment you will be asked to update our Patient Registration Form so please arrive 15 minutes prior to that appointment.

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## **INSURANCE:**

Some procedures may not be covered by your insurance company. If you are in doubt contact your insurance company before your appointment. Please be advised that co-pays, co-insurance and deductibles are the patient's responsibility and are due at time of service.

## **REFERRALS:**

Many insurance plans require a written authorization to see a specialist. It is important that you call your PCP for a referral prior to your appointment. PLEASE BE ADVISED THAT IF YOU MAKE AN APPOINTMENT WITH A SPECIALIST AND YOU DO NOT HAVE AN AUTHORIZATION FROM YOUR INSURANCE COMPANY, THE SERVICES MAY NOT BE COVERED. IN THESE INSTANCES, YOU MAY BE RESPONSIBLE FOR THE BILL OR THE DOCTOR MAY REFUSE TO SEE YOU. ONCE THE SERVICE HAS BEEN PERFORMED, THE REFERRAL CANNOT BE AUTHORIZED RETROACTIVELY.

## **BILLING:**

We do not process the billing in our office. If you encounter billing issues please call 602-557-0007

## **LAB:**

We have a lab draw station on the premises. The phlebotomist is available for blood draws Monday through Thursday 8 a.m. to 4:00 p.m. and on Fridays from 8:00 a.m. to 12:00 p.m. No appointment is necessary. Blood draws for PSAs should be done 7-10 days prior to your appointment.

## **PRESCRIPTIONS:**

When you are down to a ONE WEEK supply, call your pharmacy for the refill at that time. Routine refills will be returned to the pharmacy within 72 hours of your request (providing the doctor has approved the refill). If for any reason the refill is denied, our office will contact you.... Prescriptions requested on a Friday may not be refilled until Tuesday.... When requesting a mail in prescription, please give us 3 days to prepare the prescription.... Our office does not do prior authorizations for prescriptions.... If you need to leave a message regarding a prescription please call our office and leave a message on our prescription line.

## **TEST RESULTS:**

Our office usually receives routine blood and specimen results within 7 days. Please contact the Medical Assistant for the results. If you have an upcoming appointment the test results will be given to you at that time.

## **MESSAGES:**

When calling in to speak to your doctors Medical Assistant for a routine or non-urgent matter you will be transferred to their voicemail. You will be asked to speak clearly, leave your name, date of birth, a phone number you can be reached at and briefly state the reason for your call. The Medical Assistants retrieve their messages throughout the day and return phone calls after they are done seeing patients for the day or within 24 hours. Any urgent matters will be dealt with immediately, and are not to be left on voicemail.