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NORTERRA
FAMILY MEDICINE

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NorterraFamilyMedicine.com

Patient Guidelines on Office Protocols

APPOINTMENTS

- Cancellations or Rescheduling must be done 24 hours prior to appointment or a \$70 late cancellation fee will apply.
- For scheduling or changes, please call 623.565.5060 and press 1.
- Please arrive at least 10 minutes prior to scheduled appointment so that we may update any demographics, insurance, medication, etc. to ensure your medical records are accurate.
- Please bring in a current medication list.
- Please bring insurance card to all appointments.

LABS AND IMAGING FOLLOW-UP

- Lab work must be done at least 1-2 weeks prior to your lab result follow-up appointment to ensure results are received and your provider has had time to review them.
- Normal results will be sent to you via our online Patient Portal system or by phone (please make sure your "Release of Test Information" is accurate). If you are not signed up for Patient Portal and would like to participate in this service, please see one of our front office staff for more information.
- If there are abnormal/emergent labs or imaging results, you will be promptly contacted to make an appointment to discuss these findings at your earliest convenience.
- If you have not received your test results via portal or by phone, please contact our office to obtain them.

PRESCRIPTIONS, REFILLS AND REFERRALS

- New prescriptions are done by appointment ONLY.
- Please have at least 2 WEEKS of medication left when calling in your refill request to your pharmacy. It typically takes 1-3 business days to complete the request.
- Refills, we ask that you first contact your pharmacy. If needed, your pharmacy will fax us a "refill renewal request" or direct you to contact us.
- When referred to an outside specialist, please allow a week for that facility to contact you for your appointment.

AFTER HOURS

- We do not have an on-call system to manage your care after business hours. If you are experiencing an emergency, which may occur after hours, i.e.; you notice your symptoms are increasing or if you're experiencing medication side effects, etc., please go to the nearest Urgent Care or Emergency Room. We cannot effectively or safely manage your care over the phone when your medical records are not accessible to the provider.