

MARVEL FOOT & ANKLE CENTERS

GENERAL PRACTICE INFORMATION

Because we value open communication and mutual respect, we created this Practice Information Guide to help make your visits here convenient, pleasant, and beneficial.

OFFICE HOURS - GILBERT

Monday	8:00-5:00
Tuesday	8:00-5:00
Wednesday	8:00-5:00
Thursday	8:00-5:00
Friday	8:00-12:00**

OFFICE HOURS - CHANDLER

Monday	8:00-5:00
Tuesday	8:00-5:00
Wednesday	8:00-5:00
Thursday	8:00-5:00
Friday	8:00-12:00**

Lunch is taken Monday - Thursday from 12:00 PM to 1:00 PM

**** Subject to change at any given time with advance notice to our patients**

APPOINTMENTS

- We strive to minimize wait times and to spend as much time as needed to address your medical concerns. For this reason, we see our patients by appointment and strongly discourage walk-in visits.
- We room patients in appointment-time order. Expect the doctor to treat the primary reason for the scheduled office visit; we may ask you to schedule another appointment to address concerns other than the primary reason for your visit.
- If you arrive more than 15 minutes after your scheduled appointment time, we will do our best to assist you; however, we may ask you to reschedule.
- Please be advised of our **No-Show and Cancellation Policy**. Patients are required to provide at least **48 hours'** notice prior to their scheduled appointment. **Cancellations made with less than 48 hours' notice will result in a \$35 fee, and cancellations made with less than 24 hours' notice will result in a \$60 fee. Failure to attend a scheduled appointment without prior notice ("No-Show") will result in a \$75 fee.**

REGISTRATION

- Please bring your insurance card, government issued photo ID and copayment to every visit.
- When you check in, tell us if you have any change in address, phone numbers, employer, or health insurance.
- It is your responsibility to know the coverage and requirements of your health plan regarding podiatry care, referrals, and durable medical equipment (DME).
- If you do not have a valid referral/authorization from your primary care doctor, you may be required to pay for the office visit in full.
- Please come prepared with the social security number and birth date of the individual subscriber for your or your child's, insurance plan.
- **For minor children, we name the custodial parent as the responsible party for payment of patient-responsible balances.**

PERSONAL HEALTH INFORMATION

- **We charge \$35.00 to complete medical-care related forms (for example, FMLA, disability, etc.). This fee is payable when you present the form in the office. We must receive payment, either in person or by credit card over the phone, for all requests received by fax or by mail.**
- We must have a signed, HIPAA-compliant authorization to release copies of your medical records.

- We use a professional service to manage medical records requests and, according to Arizona law, if the request is for your personal use they may charge you a fee for copying those records. We do not charge for records transferred to another physical or medical facility for the purpose of continued care.
- Please allow at least 14 days from the receipt of the signed authorization to receive your records.

MEDICATION REFILLS

- Please allow 24-48 hours for our doctors to process your refill request. Ask your pharmacy to **fax** the request to 877-839-9972.
- We authorize prescriptions for narcotic medications **during office hours only**. We may ask you to come for an office visit before we will authorize your refill request.

AFTER HOURS and EMERGENCY CARE

- If you experience a life-threatening medical condition after office hours, call 911 or go immediately to the nearest Emergency Department, even if you are out of town. If you have an urgent situation that cannot wait until regular office hours, please call us at **480-909-3700**.

*Your good health is important to us!
Thank you for choosing Marvel Foot & Ankle Centers*

