

Rebecca Weiss, D.O. & Kristine Sarna, M.D
2060 W. Whispering Wind Drive, #173
Phoenix, AZ 85085



623.565.5060 (Phoenix)
623.565.5061 (Fax)
norterrafamilymedicine.com

NORTERRA FAMILY MEDICINE

PATIENT INFORMATION

Appointments

Our patient appointments are scheduled Monday through Friday from 8:00 a.m. to 4:30 p.m. All attempts are made by our office to keep your scheduled appointments on time, however, unforeseen issues may come up that may cause delays and we apologize in advance for that but each of our patients are important to us and are given the attention that is needed to address each patient's medical needs.

If you arrive more than 15 minutes late for your scheduled appointment, we may ask that you reschedule your appointment.

Appointment Cancellations

If you are unable to keep your appointment we ask that you please give our office a call no later than (24) hours before your scheduled appointment. If you do not call to cancel your appointment or unfortunately miss your appointment, you may be charged a \$25.00 "No Show" fee.

New Patients

We ask that our new patients arrive in the office 30 minutes prior to their scheduled appointment time to fill out new patient paperwork and allow our staff to get you set up in our computer system. Our forms can be accessed online at www.Norterrafamilymedicine.com so you will have the ability to download and prepare your paperwork prior to your appointment.

Payment and Insurance

Please note that all co-pay and cash payments are due in advance of treatment. If, for whatever reason your provider opts to waive your co-payment, you will be reimbursed these funds after your visit. **We do not accept personal checks as a form of payment.** We accept most major credit cards, debit cards and cash.

We will submit all applicable bills to the insurance company you are currently contracted with and will do everything in our power to work as your advocate for payment. However, if we fail to receive reimbursement from your insurance company, you will be held responsible for the cost of any services or products rendered to you as part of your medical care at our office. In this case, you may receive an invoice from us for payment, including but not limited to the cost of vaccination administration, examination fees, laboratory fees, and medical supplies. While we do not wish to burden our patients with additional medical costs, we would like to be able to provide you with the very best medical services available and, without reimbursement for our costs, we will be unable to provide this level of care. Thank you for your understanding.

On-Call Policies

Norterra Family Medicine does not have on-call services between the hours of 10 pm and 6 am. During this time period, if you require urgent medical services, we recommend that you proceed directly to your nearest Emergency Department or Urgent Care Center. If you would like a copy of the facilities we recommend, please do not hesitate to ask one of our staff. If you need urgent, after-hours, medical advice between the hours of 5 pm and 10 pm or 6 am and 8 am, you may call our office to leave a message for our on-call provider. These messages will be checked each hour and your call promptly returned. Please note, our providers do not refill medications after-hours for ANY reason, this includes pain medications. It is your responsibility to keep track of the level of your medications and call our office during normal business hours to request medication refills.

I hereby acknowledge receipt and understanding of the above policies.

Signature _____

Date _____