



PALOMA PEDIATRICS

1400 W. Valencia Rd., Ste. 110, Tucson, AZ 85746

(520) 751-3312 8am-5pm Monday through Friday

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We speak English and Spanish

Your physician is a member of **Arizona Community Physicians**, a network of providers across Tucson, Oro Valley and Green Valley. ACP is Arizona's largest independent physician owned Medical Group in Arizona. ACP is also the owner and founder of Abacus Health ACO. An ACO is an organization that ensures your doctor, your hospital and your specialists are working together as a coordinated team and sharing information to make sure care is delivered in the right place at the right time. It's about recognizing the role you play in your own health, from being informed about the care you receive to taking steps to actively participate in your treatment.

To learn more, go to: <http://www.azacp.com> and <http://www.tmcaz.com/abacus-health>

FREQUENTLY ASKED QUESTIONS

Q: How do I make or cancel an appointment?

A: To make an appointment, please call us at **520-751-3312** or contact us through the patient portal (see Follow My Health below). To cancel an appointment, call us at the same number and whenever possible, give us 24 hour notice so we can offer the appointment to another patient.

Q: What should I bring if I'm a new patient?

A: Your insurance card(s), driver's license, co-payment, and any new paperwork that was sent to you.

Q: How early should I arrive for my scheduled appointment?

A: We ask you to arrive 15 minutes prior to your scheduled appointment time. This allows ample time to check-in and the completion of any necessary paperwork. This is also a courtesy to the patients who have appointments following yours. We want everyone to get their fair share of time with the provider.

Q: What happens if I'm unable to keep my appointment?

A: As a courtesy to your provider and other patients, please call and cancel your appointment 24 hours in advance. If you know you won't be able to make it.

B. Reschedule ASAP

C. If you're going to be more than 15 minutes late, please call us. We prefer you call to cancel rather than not show up. This will help us see someone else who might be waiting to be seen that day. If you're unable to keep a scheduled appointment, please contact us, as much as possible in advance.

Q: Can I be seen if I am sick?

A: We will do our best to get you in to see a provider and we often have same or next day appointments available. Please call our office first. We can either see you or direct you to Urgent Care/Emergency room if we feel it would be in your best interests to do so. If you call after hours, please call our regular number **520-751-3312**, our answering service will assist you. If they feel you need to speak to our triage nurse, they will connect you to our on-call nurse/physician.

Q: Can I get lab procedures done in the office?

A: Yes. Call **520-751-3312** to make an appointment. If your lab results require follow up before your next scheduled appointment, we will contact you. You will be notified by our office when the results are available. Your lab results will be available in your Follow My Health (FMH) portal within a few days of your appointment.

Q: How do I get a prescription refilled?



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A: Contact your pharmacy to initiate a prescription refill. They will send the prescription request electronically to your provider's office. You can also request your refill electronically through the patient portal

Q: Can I get a flu or pneumonia shot at my provider's office?

A: Your provider stocks flu and pneumonia vaccines, however it is best to call **520-751-3312** to verify that they have them in stock and to make an appointment.

REFERRALS

Q: What if I need to see a specialist? How do I request that?

A: Our providers may need to see you to evaluate your medical needs before referring you to a specialist. Please call us first so we can determine if you need to be seen before referring you out.

Q: How does my provider get records from a specialist I have seen?

A: Please remind any specialist that you see to send medical records over to your provider.

B. It is also helpful, if you let your provider know if you have been seen elsewhere, so that we can request records. If you have been seen at any Urgent Care/ER/ or specialist office, please let us know when you call to schedule an appointment, so we can obtain your medical records in time for your visit.

FOLLOW MY HEALTH PORTAL

Q: What is the Follow My Health portal?

A: Your provider uses the Follow My Health (FMH) portal, which is a specially designed website that serves as a point of access to your health information and your provider. You can find your lab results, office summaries, medications, and other reports. You can contact your provider in a confidential email service in the portal. You can also request prescription refills through the patient portal.

Q: How do I sign up?

A: In order to get started, give your email address to your provider's office, they will send you an "invite to join."

B: If you have more than one child to sign to the portal the parent/guardian will still have one account. Please provide our front office with your email, and the name (s) of your child/children. Our front office receptionist, will send you an invite to your email. Once you receive it, please open it up and follow the steps to accept it. If you have more than one child seen by our provider, you have the option of viewing all your children on one portal.

Q: How quickly will my doctor reply to my emails/portal messages?

A: Within 1- 2 business days for routine questions as your provider and staff will prioritize FMH emails depending on medical need. Never send a FMH email for an urgent matter. Please call the office at **520-751-3312** for urgent matters.

Q: How will I know if there is new information to view on the portal?

A: You can set up alerts with your email or text messaging to show appointments and results.

Q: Who can help me if I have trouble setting up or using the portal?

A: Call **888 - 670-9775** Follow My Health Help Line.

YOUR MEDICAL RECORDS AND BILLING QUESTIONS

The patient-physician relationship is extremely confidential. Any information exchanged is guided by the Health Information, Portability and Accountability Act (HIPAA) regulations and is held in the strictest of confidence. Confidential medical information will be released only with the express consent and authorization of the patient.

Q: Can my family members speak to you about my account?



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A: Due to HIPAA we cannot disclose patient information to anyone else, regardless of relationship, other than the parent/legal guardian of child (< 16 years old) without their consent. You may fill out a release of information form that will allow the doctor's office to speak to the person you designate.

Q: How may I request my records?

A: You may complete a records request at our office. If you are seeing a physician elsewhere, they can request the records on your behalf. Make sure you have the name, address, phone and fax number of the place you want the records sent to/from. Requests can be faxed/emailed to our Medical Records department at 520-751-3312.

Q: Is there a charge to receive my records?

A: There is no charge if a physician requests your records for continuation of care. If you are requesting a copy for yourself the charge is \$6.50 for a disc and or \$0.07 per page for paper; however, there may be additional charges for shipping and handling.

Q: If I have billing questions who should I call?

A: ACP has a billing department and they can be reached at **520 -795-4783**.

Further Questions? Just call us at 520-751-3312 and we will be happy to assist.