



Sunrise Women's Healthcare

4540 East Baseline Road – Suite 114
Mesa, Arizona 85206

OFFICE POLICIES

Thank you for choosing Sunrise Women's Healthcare; the office of Barbara J. Newman, DO., FACOOG; to provide your care. Our goal is to provide our patients with the best possible care and service. We have listed important items below that will assist us in providing that care.

OFFICE HOURS

Our office is open Monday, Wednesday and Thursday 8:30 am – 5:00 pm; Tuesday 8:30 am – 5:30 pm; and Friday 8:30 am – 1:30 pm.

INSURANCE

Your current insurance card is required at the time of each visit check-in. It must be on file for us to bill your insurance. If we do not have your card on file, you will be treated as a self-pay patient, and our fee is expected at the time of service. When the card is furnished, we will file your insurance claim, and if there is a reimbursement due, you will receive it within thirty (30) days after we receive payment.

REFERRALS

If your insurance requires a referral to see our doctor, a valid referral must be on file before the doctor sees you. It is your responsibility to see that your referral, including the number of visits or time period authorized by your primary care doctor, has been received.

COPAYS

Our insurance contracts require us to collect copays at the time of service. If your insurance plan requires a copay, it will be due at the time of the visit. If you do not have your copay, you will be billed.

CANCELLATION/NO SHOW

If, for any reason, you must cancel an appointment; you must call the office no later than 24 hours before your appointment time. If you don't call or "no show" you may be charged a fee of \$50.00. These fees must be paid prior to your next scheduled appointment.

MINORS

A parent or guardian must accompany a minor patient on their first visit. A signature for treatment of minors by the parent or legal guardian is required. A minor may come unaccompanied on subsequent visits with parental/guardian approval made in advance and witnessed by two employees. This is only good for one year.

PRESCRIPTION REFILLS

Call your pharmacy for your refill and have them fax a request to us at 480-699-5681. We do not refill prescriptions after hours or on weekends. Refills will only be approved if follow-up visits have been kept.

EMERGENCIES

Our office has emergency coverage 24 hours every day. For a true emergency contact our regular office number at 480-497-2229, please hold and you will be forwarded to an answering service who will contact our doctor on call. Coverage for Sunrise Women's Healthcare is shared with other doctors. For questions and minor problems, please call the office during regular office hours. There will be a \$25.00 charge assessed to non-urgent calls.

FORMS

We require a minimum of 5 days to complete these forms. There may be a charge for completing your forms. We will notify you when the work is complete.

Patient's Name _____