

Healthy Outlook Family Medicine, P.C.

PATIENT INFORMATION LINE (480) 675-5224



To our patients:

To provide the best care for you, we use a service that enables you to access laboratory test results, doctor's instructions and other pertinent information through a private patient information line. This technology makes us more effective in providing you with timely information. Please review this sheet and feel free to ask the nurse any questions.

It is very important that you notify us with changes in your phone number, as this will affect our success in contacting you.

Lab: When you have lab work done or tests performed in our office, your results will be called in to a private mailbox on our patient information line. We will then contact you, to let you know you have a message to retrieve. You can call the patient information line and follow the easy instructions to retrieve your message. The information will be specific to you and you should listen to the entire message for further instructions or information regarding medication changes. Listen to the entire message to ensure you receive all of the information.

If you have questions after listening to your message, you may call the office during normal business hours. You may need to leave a message as to the nature of your questions and a phone number where you can be reached so we can have your chart available when we speak to you.

Your doctor will tell you when to expect your results. You will receive an automated call when your information is ready.

Just follow these 5 easy steps to retrieve your information.

- STEP 1: Using a touch-tone telephone, **call 480-675-5224**
- STEP 2: Press "1" to hear instructions in English
- STEP 3: Enter your identification number (normally your Social Security Number)
- STEP 4: Listen carefully to your message. **Be sure to listen to the entire message.**
- STEP 5: After listening to your message, you can
 - Press "1" to repeat the message
 - Press "2" to erase the message
 - Press "3" to save the message for two days

Now you can hang up. That's all there is to it!!