

# TIC HEALTHCARE™ COMPANIES

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## GENERAL POLICIES

Our offices are generally open Monday through Friday from 8 AM until 5 PM. Our phones are turned over to an answering service from 11:30 to 1:15 PM and after hours. We usually lock our doors at lunchtime. We ask that all non-urgent matters be addressed during those times before and after lunch.

**Appointments** – The outpatient office does not prescribe over the telephone. If you are experiencing any difficulties you will be asked to make an appointment. For this reason, we ask that all patients establish care before a situation becomes a crisis so that we can accommodate these urgent visits.

**Prescriptions** – For prescription refills we prefer that you contact the pharmacy directly and they will provide our office with all the pertinent information needed to fill your prescription. Do not wait until you are completely out of a medication before you call for a refill. Please allow 48 hours for providers to review these requests.

**Referrals** – For the majority of referral requests, our office requires a provider visit. If you have a standing appointment with a particular specialist, please allow 48 hours for the providers to process these requests.

**Paperwork** – The federal government has mandated the use of several different forms to protect the disclosure of Personal Health Information (PHI). Because of this mandated compliance there are several forms that you will be asked to complete.

**Advanced Beneficiary Notice** – Medicare and other insurances have required that the patient be allowed to make informed decisions. Many of the procedures that the physician may suggest as beneficial to your care are not necessarily covered by the insurance companies; therefore, you may be asked on each visit to sign a form when a procedure may not be covered by your insurance.

**Preventative Healthcare Maintenance** – Medicare and many other insurance companies do NOT usually cover preventive care, including many vaccinations. If you are scheduled for a complete physical examination, please be aware that it may not be covered and the financial responsibility will belong to the patient. Please call to review our charges.

**No Show/Cancellations** – We charge a \$25 fee for all appointments cancelled without 24-hour notice. After 3 consecutive no-shows, you may be dismissed from the practice.