

Heuser Family Medicine Center

Patient Information



Your Support is Important

We sincerely appreciate the cooperation and concern of our patients. Your input has succeeded in making the Heuser Family Medicine Center a model of health care delivery in our community. We are proud of our record and welcome your comments on our services.

Please feel free to discuss any concerns you have with any of our staff, thank you!

The Heuser Family Medicine Center is a group of family physicians that provide complete, coordinated healthcare for families and individuals, while emphasizing preventive medicine and health education.

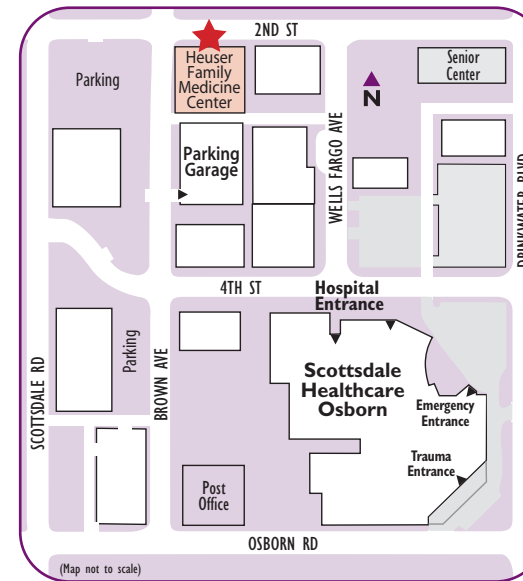
Our physicians are dedicated to treating a wide range of medical problems in children, teens, adults and older adults.

Our goal is to provide personalized quality medical care to you and your family.



Who We Are

The Heuser Family Medicine Center is a division of Scottsdale Healthcare. This growing healthcare network includes three hospitals, 24-hour emergency facilities and outpatient surgery centers. Scottsdale Healthcare provides residents and visitors of the Northeast Valley with a comprehensive and personalized mix of educational, preventive, outpatient, acute and rehabilitation healthcare services.



Scottsdale Healthcare Heuser Family Medicine Center
 Town Center Medical Plaza
 7301 E. Second Street, Suite 210, Scottsdale, AZ 85251-5672
 480-882-4545

shc.org

70025 (3/08)

Call For Help

Fill in important numbers and keep them handy for calling.

Dr. _____ 480-882-4545

Fire Department, Ambulance,
 Police Department 911

Poison Control 602-253-3334

Scottsdale Healthcare Osborn
 Emergency Department 480-882-4800

Scottsdale Healthcare Shea
 Emergency Department 480-323-3810

Nearest Relative _____

Neighbor _____

Other _____



Caring for You and Your Family

Scottsdale Healthcare is very proud of its residency program, and invites you to visit our Center, where our residents provide quality medical care.

A “resident” physician is a medical doctor who has graduated from an accredited medical school and comes to the Center for three years of advanced training in the specialty of family medicine.

All resident physicians are supervised by senior physicians – experienced physicians - who have completed a family medicine residency program and are certified by the American Board of Family Medicine. Our Center provides optimal care for patients while providing additional instruction for the resident physicians.

As preventive health care is an important goal at the Heuser Family Medicine Center, our physicians recommend routine examinations once a year for healthy adults and more often for patients with active medical problems.

The frequency of check-ups for children is based on the child’s age and any existing problems. The Center also offers complete gynecologic and obstetrical care.

Appointments

Office hours at the Heuser Family Medicine Center are 8 a.m. to 4:30 pm, Monday through Friday. All visits are made by appointment only. We do provide scheduled same day emergent care appointments for existing patients.

For effective scheduling, our receptionist needs to have a general description of the problem requiring treatment in order to allot adequate time for your appointment. Be assured that any information you provide our staff is treated confidentially.

To help our staff in scheduling and to better serve everyone, we urge you to cancel appointments as soon as you become aware of the need to do so.

If you need to speak to one of our physician after the clinic has closed, please call Scottsdale Healthcare Osborn hospital operator, and ask for the Family Medicine resident on-call. That number is 480-882-4000. A physician from our group is available on a 24-hour basis to return your call as soon as possible. If your call is not returned within a reasonable length of time, please call again. After hour calls should be for urgent problems that can't wait until regular office hours.

Billing and Insurance

To familiarize yourself with office policies of the Heuser Family Medicine Center, information regarding billing and insurance is outlined for your convenience. We contract with a variety of insurance companies and managed care plans, each providing unique benefits.

- **Insurance:** Our staff will prepare claims for Medicare and insurance plans currently contracted with the Center. You may handle other insurance claims by filling out your portion of the insurance form, attaching it to your receipt copy and sending it directly to your employer or insurance company. Disability, accident, insurance applications and other specialized forms may require review by our staff.
- **Payment:** Professional services should be compensated at the time the service is rendered. Payment by cash, check, Mastercard, VISA or Discover Card, with proper identification, is accepted.
- **Billing:** Services, which are rendered and not paid for immediately, will appear in the next monthly statement. Statements are mailed, after insurance payment has been made, until the account balance is ‘zero.’

Should you have any questions regarding your bill, please feel free to discuss your concerns with our office staff.

Laboratory and Services

For your convenience, many laboratory tests are performed within the Center. Others may be referred to the hospital laboratory or another laboratory depending on the test and your insurance. Laboratory tests done in our office will be billed at the time of service.

Laboratory hours are 8:30 am to Noon and 1:30 to 4 pm.

Please feel free to discuss any concerns you have with any of our staff, thank you!

