

Skyline Family Medicine

MAIN OFFICE
(480) 924-4422

PATIENT INFORMATION
(480) 481-6487

To our patients:

In our continuing effort to provide the very best care possible for you, our valued patient, we have added an additional service.

This service will enable you to quickly access information such as laboratory test results, Doctor's instructions and other pertinent information by calling our private patient information line. We have implemented new technology that will help make us more effective in providing you with timely information. Please review this information and feel free to ask the nurse if you have questions.

It is also very important that you notify us with any changes in your home 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 mail box 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 at **(480) 481-6487** and follow the easy instructions to retrieve your message. The information you will be given will be very specific and you should listen to the entire message for further instructions or information regarding medication changes. ***Please listen to the entire message to ensure you receive all the information that our staff has left on the Patient Information Line.***

At the end of your message you will be given three options:

- Press 1 to repeat the message,
- Press 2 to delete the message,
- Press 3 to save the message.

The maximum amount you can save a message is two days from the time you first listen to the message. At the end of the two days, the message will be automatically deleted from the system.

If you have any questions after receiving your results you may call our main office phone at (480) 924-4422 during normal business hours. You may need to leave a message with the receptionist as to the nature of your questions and the phone number where you can be reached so we can have your chart available when we call you back.

Just follow this simple guide to retrieve your information:

- Using a "Touch-Tone" telephone (a phone that beeps when you dial) call **(480) 481-6487**.
- Listen to the prompts in English, press 1.
- Dial your **identification number** (your **social security number** unless otherwise specified).
- Record your name. End your recording by pressing 1.

BE SURE TO LISTEN TO YOUR ENTIRE MESSAGE

After listening to your message, press 1 to repeat, 2 to delete or 3 to save.

You can now hang up your phone! That's all there is to it!