

Information About New Pueblo Medicine

Appointments: We ask patients to arrive **15 minutes before** a scheduled appointment with their physician. This allows your doctor's medical assistant to collect information and health history related to your scheduled appointment so your physician can focus on your medical issues when he examines you.

Urgent Care: If you have an urgent problem, please call our office at (520) 290-0300 any time of day or night. During office hours (8am to 5pm, Monday through Friday), a member of our medical team will talk with you to determine if you need to see your physician or one of our nurse practitioners that day or the next. (We try to have immediate appointments available for urgent care.) After hours, you will be put in touch with our on-call physician or nurse practitioner for assistance.

Tucson Medical Center is our Primary Hospital: To receive the full benefit of being a New Pueblo Medicine patient, we encourage you to use TMC whenever possible. Whether it's a planned procedure, surgery or unexpected emergency, always let the TMC staff know you are a New Pueblo Medicine patient. The dedicated Hospitalists at TMC ensure continuity of care with your primary care physician and to assist your physician specialist, if requested. If your insurance does not cover hospitalization at Tucson Medical Center, please call or have someone call the office as soon as possible and let us know where you are hospitalized.

Referrals to Specialists: One of your primary physician's key responsibilities is overseeing all of your healthcare needs. Our doctors have long-standing professional relationships with many of the best specialists in Southern Arizona and we encourage you to talk to your doctor for recommendations when a specialist is needed. This ensures timely sharing of health information and medical history, and it can avoid the expense of redundant medical tests and procedures.

Patient Portal: Our patients can securely communicate with their primary physicians and healthcare team through a password-protected Patient Portal located on our website, www.FollowMyHealth.com. Signing up is easy and free. Just stop by the front desk before or after a scheduled appointment or any other time during office hours to get your personal enrollment code. Online registration can be completed at home by following user-friendly prompts to establish your personal login and password.

To learn more about New Pueblo Medicine's programs and services, please visit www.NewPuebloMedicine.com. Our office hours are Monday through Friday from 8 am to 5 pm. You can reach us at (520) 290-0300 if you have questions.