



Washington Urology Associates, PLLC is a urology practice and surgery center in Bellevue, WA. This guide and policy was developed to provide information about our practice to our patients and their families.

Scheduling Appointments

We see patients in our office by appointment only. Office visits are categorized as an annual check-up, a follow up, preparation or follow-up for a procedure or surgery, or a visit which is focused on a specific symptom. When you call to schedule an appointment, our scheduling staff is required to designate your visit as one of these types. Please indicate everything that you wish to address with the physician at the time your appointment is being scheduled. The length of your time with the physician will be based on this discussion. We strive to offer next-day appointments for pressing medical concerns.

Scheduling a procedure or surgery with our physicians is performed by a staff scheduling person that is different than the clinic. This scheduler will also coordinate everything needed for your procedure.

Annual and Follow-Up Appointments

If you are an established patient of Washington Urology Associates and require a follow-up or annual check-up, your provider, nurse or medical assistant will clearly tell you when you need to return. Our staff will encourage you to schedule this appointment before you leave, and you will receive an automated reminder call 48 hours before your appointment. If you decide not to schedule your appointment when you leave, you are responsible for making your next appointment.

Annual and follow-up appointments are the patient’s responsibility. Washington Urology will not send you notification that your follow-up appointment is necessary.

Our Staff Providing Information

We respect your privacy. We will not give personal health information about you to anyone without your consent. Please indicate below whom can receive information:

_____myself _____other: _____

We have an automated telephone reminder system that will call 48 hours prior to your appointment to remind you of your appointment at your preferred phone number provided during registration. Otherwise, please indicate with whom and which number we may leave a message:

Phone Number: _____ With Whom: _____

Preparing to see the doctor

Whenever possible, we encourage you to complete your paperwork and return it to us prior to your appointment day. Depending on your visit type, these administrative tasks may take 15-30 minutes and the nurse's check-in tasks may take an additional 15 minutes. If you do not arrive at the time indicated by our staff, you risk not being ready to see the physician at your scheduled appointment time. If you arrive 15 minutes or more or later than the time you were asked to arrive, you may be asked to reschedule your appointment for another day.

The order patients are seen

Washington Urology Associates has a number of physicians, physician assistants, nurses, and medical assistants who provide services to our patients. Patients are here for a variety of reasons and are rarely "taken back" in the order they arrive and the sequence of being taken to an exam room does not correlate with the order the physicians see patients.

Office delays

Sometimes for reasons beyond their control, every medical office will run behind schedule. Physician, office, and surgical emergencies impact schedules and result in unpredictable waiting periods. We make every effort to maintain our schedule and minimize any inconvenience to you. However, emergencies do occur and people do not schedule their illnesses. If a delay occurs we will inform you as soon as possible and we will gladly reschedule your appointment if you would prefer not to wait.

Cancelled/missed appointments

If you will not be able to keep a scheduled appointment, please notify our office as soon as possible so we can use that appointment time for another patient. For all office visits, we require a 24 hour cancellation notice to avoid a \$25 fee. For all ASC procedure appointments, we require a 48 hour cancellation notice due to the coordination required for your appointment, otherwise you will be charged a \$250 late cancellation fee.

If you miss or are late for multiple scheduled appointments without notice, our physicians may elect to release you from the practice.

If you cancel your appointment and do not reschedule, or you miss your appointment, we will make one (1) phone call to you in an attempt for you to reschedule. If you do not answer the phone, we will leave a message. Depending on the "type" of appointment, we may elect to send you one (1) letter in addition to the phone call, with a carbon copy to the physician that referred you, if any.

Prescription Refills

Prescription refills are considered during office hours only. If you are currently taking a medication and would like to request a refill, please **CALL YOUR PHARMACY DIRECTLY**. If your refill request is approved, it will be authorized through your pharmacy within 48-business day hours. Please pay attention to the number of refills remaining on your prescription(s) and the amount left in the bottle. Typically, being out of refills of chronic medication indicates that you are due for an office visit. If our clinical practice guidelines or the physician notes in your medical record indicate that you are due for an office visit or follow-up visit, you will need to schedule the visit prior to any prescription refills being authorized.

Questions / Concerns / Complaints / Grievances

Washington Urology Associates staff is dedicated to the delivery of quality health care and patient satisfaction. However, we recognize that concerns may arise. We ask that you first try to resolve the concern with the person involved if you are comfortable doing so. If there is no satisfactory resolution, you may ask anyone to speak with the Administrator. You also have the right to notify any of the state or federal regulatory agencies governing healthcare organizations.

Printed Name: _____ Date: ____/____/____

Patient's Signature: _____