

University of Colorado Health Primary Care at Falcon
11605 Meridian Market View, Ste. 190 Falcon, CO 80831 Phone: 719-364-9555/Fax: 719-364-9565

Hours of Operation: 08:00 a.m. to 5:00 p.m. Monday through Friday. Closed on Saturday and Sunday.

There is also an Urgent Care clinic within the same building and they are open 8am to 8pm Monday through Friday and 8am to 5pm on Saturday and Sunday.

Appointments:

- **For EVERY appointment, arrive 10 minutes prior to your appointment time to allow the front desk and medical assistant to do the necessary things the provider wants them to do before the provider sees you.**
- Per our No Show Policy, if a patient is unable to make a scheduled appointment, **24 hours** notice is required to cancel and/or reschedule. Patients with 3 missed or no show appointments (without notifying the clinic) within a 12 month period will be under review by the physician for possible dismissal from the practice.

Prescription Refill Policy:

- For refills, please contact your pharmacy **first** and your pharmacy will contact us with your request. For some medications, we realize that a written prescription is **required** by the pharmacy, please call 719-364-9555 for this.
- If the request is approved by your provider, the prescription will be electronically sent to your pharmacy or if a written prescription is needed, someone will call you to pick it up.
- Please request your refill at least **3 business days** before your last dose so that we can help ensure continuation of medication. **Please do not wait until you are out of medication to request a refill as it may not be refilled same day.**
- If you walk into the office requesting refills, the information will be given to a medical assistant for processing and someone will call you if there are any questions. Please realize we will **not** interrupt a provider that is providing scheduled patient care to provide refills at that time.

Referral requests, Prior authorizations and FMLA paperwork:

- Please allow up to 14 business days to process your referral to specialists and/or prior authorizations for testing.
- For FMLA paperwork, please make an appointment to discuss with the provider.

Lab and Imaging Results:

- Once lab or x-ray results are received **and** reviewed by your provider, someone will contact you. If you sign up for My Health Connection, you can access certain results. Go to www.uchealth.org and choose Access My Health Connection to create an account. The front desk staff can also send a link to you via email. Please inquire ☺

After Hours Care:

- If you have a medical emergency, call 911. If you call our office phone (364-9555) after business hours, you will be connected to our after-hours service. They will assist you with what to do depending on your individual issue.

Billing Questions and Co-Payments: If your insurance requires a copayment, it is due at the time of service.

If you have questions regarding your bill, please contact the billing department at 1-877-711-7480 so they can look up your account information and assist you with a detailed explanation.