



FORM 2, COMMUNICATION TIPS

Dear Patient,

Our goal is to provide you with very good care and service. We know helpfulness on the phone is important to you. Here are some helpful tips to reduce your wait time on the phone. For your convenience you can now reach us through our website at www.tricitycardiology.com and leave a message under the tab CONTACT US. When you call 480-835-6100 your call will be answered by an automated attendant, at which time you will be offered the following options:

- Option 1: **Hospitals and Referring Physicians.**
- Option 2: **Scheduling** office appointments. If you are calling to schedule an appointment or change an appointment.
 - For questions regarding today's visit, press 1
 - To schedule or reschedule an appointment, press 2 now or contact our scheduling department through our website: at www.tricitycardiology.com and click the "contact scheduler" link.
- Option 3: **Secretary or Physician Need.**
 - This will direct you to our operator to facilitate your request.
- Option 4: **For all other calls.**
 - For office hours, locations and fax numbers, press 1
 - For Medical Records, press 2
 - For Billing, press 3
 - For medication refill questions, press 4
 - To leave a non-urgent voicemail, press 5
 - To return to the main menu, press 6
 - For all other calls, please remain on the line

You may reduce your wait time on the phone in several ways:

IMPORTANT TIPS:

- **Callback Option:** You will be offered the callback option after one (1) minute of hold time. Please listen carefully for the following statement. "If you would like us to wait in line for you and call you back when your turn comes up, please press 1". You simply press 1 after this option and the system will verify your callback number. If this is the correct callback number, press 1. If you wish to be called back at a different phone number, you may press 2 and follow the prompts. The system will ask you to enter the different phone number you would like the system to call followed by #. It will also ask you if you have an extension number. To bypass this option, press 2. The system will then ask you to record a message. At this time you must record a brief message followed by # in order to complete the callback request. If you fail to leave a message, the system will not return your call.
- **High Volume Call Days:** Please note our high volume call periods are typically all day Monday as well as Tuesday through Friday from 8:30 A.M. to 10 A.M. and 12:30 P.M. to 1:30 P.M. During high volume call periods your wait may be longer. Remember, if you are unable to wait, press 1 after the voice prompt that asks you if you want an operator to call you back when it's your turn in line. You will not lose your place in line if you use this option.
- **Non-Urgent Voicemail:** If you would like to leave a Non-Urgent message for the office staff or physician, please use option 4 and then press 5. We will return your call by the end of the next business day.
- **Website:** You may also reach us through our website at www.tricitycardiology.com and leave a message under the tab CONTACT US.