

### WALK-IN POLICY

Effective January 1st, 2020, Urology Associates offices will no longer be able to accommodate walk-in patients. Because we are not an Urgent Care facility, patients who have scheduled appointments will take priority. Your care is very important to us.

The guidelines below will ensure we are able to provide you with efficient quality care:

1. To schedule a regular follow-up appointment please call the main number at 303.733.8848. Our scheduling office hours are 8:00am - 5:00pm Monday-Friday.
2. For all non-urgent needs or medical questions, please call and leave a message for your care team. Your care team extension is \_\_\_\_\_. These calls will be returned within 24-48 hours depending upon the nature of the call.
  - a. To request medical supplies or samples, please call your designated provider care team. By doing so, the medical supplies/samples can be allocated and ready for you to pick up at your preferred location. This will also allow your nurse/medical assistant to go over any pertinent medical information with you during that call.
  - b. If you need a lab requisition, please call your designated provider care team. The nurse/medical assistant will be able to order any required lab(s) and send it to the lab directly, print it to your preferred office location for pick up, or mail it to your home.
  - c. For prescription refills, please contact your pharmacy directly. If you have questions regarding a medication we prescribe to you, please call your designated provider care team to leave a message. Please allow 24-48 hours for your message to be addressed.
  - d. We are no longer able to accept CDs, kidney stones, or urine samples for drop off at the front desk. Please contact your designated provider care team for instructions.
3. For urgent matters or to schedule a same day appointment, please call the TRIAGE department between 8:00am-4:00pm at 303.733.8848 Ext. 1250.  
**\*\*PLEASE DO NOT SHOW UP AT THE OFFICE WITH AN URGENT ISSUE\*\***  
By calling first, it will ensure you are cared for promptly and appropriately.
4. If you need to speak with anyone regarding medical records, billing, radiology orders, etc., please refer to your designated provider care team card for the direct extension of the person best able to assist you in these areas.