



Welcome to Arizona Arthritis & Rheumatology Associates (AARA)

We are celebrating 25 years of caring for our patients!

Please read through the below information to help you become acquainted with our practice and policies ahead of your first appointment with us.

Preparing for Your New Patient Appointment:

1. **Plan on arriving 30 minutes before your appointment time** – this is necessary to allow staff the time to prepare your chart and obtain necessary signatures prior to your appointment time. Late arrival will result in your appointment being rescheduled.
2. Please complete the **Health History form** and bring it with you for your first appointment.
3. **IT IS YOUR RESPONSIBILITY TO BRING RECORDS TO YOUR APPOINTMENT** or have your referring Doctor or PCP fax them to us ahead of time to 480-443-8697. If you have your Doctor fax them to us, please call ahead of your appointment to ensure they have been received. Included in the New Patient Forms is a Medical Release which allows you to give your other Doctors permission to release your records to us. If any X-Rays have been done as part of your evaluation please bring the films with you. If an MRI or other imaging has been done, please bring the reports, the images are not needed. This is in an effort to be cost-conscious and not duplicate imaging and lab testing that has already been performed.
4. **All office locations are listed on our website at <https://azarthritis.com/locations> so please familiarize yourself with our location before your appointment to ensure you arrive on time (30 minutes before appointment time.)**



Insurance:

1. If you are using insurance, please present office staff with any and all insurance cards you may have. If your insurance changes, please inform the practice as soon as possible to ensure accurate billing.
2. If your insurance requires a referral, please be sure we have received it from your Primary Care Doctor prior to your arrival; if this is required, the Doctor cannot see you without it.
3. If your insurance requires a Co-Pay or Deductible or you are Self-Pay, this will be collected at the time of service. If you are unaware of what your specialist co-pay or deductible payment is, please contact your insurance company ahead of your appointment.

Patient Portal:

After your visit, you may enroll for a free patient portal account at <https://azarthritis.com/portal/>

There, you can review your medical records and future appointments, request a refill on medications, and send a message to your provider.

Contact Phone Numbers: (Note: we are not open on Fridays)

Scheduling / General Questions: (480) 443-8400 (best time to call: 7-8am, 5-6pm or Wed-Thurs)

Billing Department (balance, insurance, referrals): (480) 626-6630

Infusion Department (infusion scheduling): (602) 386-4968

Research Department (clinical trials): (480) 626-6650

Medical Records Requests: (480) 626-6640

Fax: (480) 443-8697