

## Top Questions Asked at AMHS

### 1. Scheduling:

- Q: Can I reschedule my appointment?  
A: Yes (assist in rescheduling patient appointment)
- Q: I do not want to reschedule; Can I just cancel my appointment?  
A: Yes, May I ask why you want to cancel your appointment? (Write in patients "appointment notes" the reason they want to cancel without rescheduling)
- Q: Is there a charge to canceling appointments before 24 hours? Or fee's for No show appointments.  
A: No. we ask that you let us know at least 24 hours in advance out of courtesy, but we do not charge a fee.
- Q: Can I switch providers?  
A: \*\*Please screen this question by asking what the reason for wanting to change providers is. Write the reason in patients "appointment notes". Also be aware that a person can not switch providers more than twice!\*\*

### 2. MA Questions:

\*\* ALL questions on medication or paperwork (FMLA,STD,ESA) please transfer to correct medical assistant\*\*

### 3. Billing Questions

\*\*ALL billing questions please send to medevn: 702.666.0450, UNLESS they would like to pay for a bill then forward call to AMHS.

### 4. Medical Records:

- Q: Can I have my medical records emailed to me?  
A: With medical records we can upload them onto your patient portal, you would just have to fill out the "record release form", or you can pick them up in office for .60 cents a page.
- Q: Any questions regarding "status" on medical records send them ciox: 1800.367.1500