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**Howard Tay, MD Douglas Masson, MD Y. Mark Hong, MD Kristi Ford, FNP-C**

Welcome to our Practice! Thank you for choosing Arizona State Urology to provide your urological care, we look forward to meeting you. At Arizona State Urology, we pride ourselves in offering the highest quality urologic care with compassion, responsive, competent, and excellent customer service. We can assure you that the care we offer will meet your expectations.

Please take a moment to read the information below to answer frequently asked questions or visit our website at [www.ASUrology.com](http://www.ASUrology.com). If you would like to schedule future appointments online please visit our website and click the scheduling link, you will be scheduled via Zocdoc.

**Office Locations and Office hours-:**

**Arrowhead Office-** 6525 W Sack Drive Suite 201, Glendale, AZ 85308

**Phoenix Office-** 1661 E Camelback Road Suite 102, Phoenix, AZ 85016

Office hours for both locations are Monday thru Friday 8:00am- 5:00pm. The phone hours are Monday thru Friday 8:00 to 4:30pm. If you need to speak with your physician urgently after hours please call our main line and you will be transferred to our answering service. We always have a doctor on call 24/7.

**New Patient Registration Packet-**

We will email, mail or fax the new patient paperwork prior to your visit or you can print it off our website at [www.ASUrology.com](http://www.ASUrology.com). Please fill out the packet prior to your visit and bring with you to your appointment. If you do not receive or are unable to complete in advance please plan on arriving 20 minutes early for your appointment. You will need to have your updated medication list, surgical and medical history form readily available. Having this filled out in advance of your appointment, gives our team ample time to become familiar with your medical and urological history. If you have x-rays or other pertinent medical records please bring with you to your appointment.

**Insurance & Billing:**

Please bring your insurance card(s) with you to your appointment. It is important to bring the correct insurance information and notify our staff of any insurance changes. If a referral is needed from your primary care physician, please ensure they are informed so they may send your referral prior to your visit. Co-pays, deductibles, and co-insurances are due at the time of service. We accept most credit cards, check, or cash. Payment options are offered for selective treatments to make your treatment affordable and convenient. We are affiliated with Ironwood Cancer and Research Center and the billing statements will be sent via Ironwoods central business office. For billing questions, you may contact the business office at (480) 821-2838 or you may pay online at [www.ironwoodcrc.com](http://www.ironwoodcrc.com).

**Lab and Pathology Testing:**

We have an on-site Sonora Quest phlebotomist for your convenience. Sonora Quest is a separate entity and lab services will be billed separately. If your insurance does not contract with Sonora Quest, we will send your lab work to LabCorp. The lab hours are Monday thru Friday 8:30-4:00pm with lunch from 12:00-1:00pm. If you have pathology services performed, we will send it out to a Pathologist for reading. The pathologist will send us back a report of the findings. The pathologist will bill for his services separately.

Once again, thank you for selecting our office. We are a referral practice, so many of our patients found us through direct referrals from friends, family, referring physicians or positive online reviews. Please do not hesitate to let us know how we can serve you best.