

# Hearing from Deseret Family Medicine regarding your test results is just five easy steps away!

Your provider will tell you the date your results will be ready. If your information is ready sooner than expected, we will call you.

Just follow this simple guide to retrieve your information.

## STEP 1

Using a “touch-tone” telephone  
(a phone that beeps when you dial) call:

**480-423-7133**

## STEP 2

You will be asked to select either English or Spanish

Dial “1” for English

## STEP 3

Dial in your Identification Number

Choose a 9 digit number (that you will remember)

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## STEP 4

Listen carefully to the **entire** message

## STEP 5

After listening to your message, you can play it again by dialing “1”.

Otherwise, dial “2” to erase your message.

You can now hang up your telephone. That’s all there is to it.

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Deseret Family Medicine**

**PATIENT INFORMATION**

**(480) 423-7133**

**MAIN OFFICE PHONE NBR.:**

**(480) 981-3000**

**TO OUR PATIENTS:**

In our continuing effort to provide the very best care possible for you, our valued patient, we have added an additional service.

This service will enable you to quickly access information such as laboratory test results, Doctor's instructions and other pertinent information by calling our private patient information line. We have implemented new technology that will help make us more effective in providing you with timely information. Please review this information and feel free to ask the nurse if you have any questions.

**It is also very important that you notify us with any changes in your home phone number as this will affect our success in contacting you.**

**Lab:** When you have lab work done or tests performed in our office, your results will be called to a private mail box on our patient information line. We will then contact you, to let you know you have a message to retrieve. You can call the Patient Information Line at **480-423-7133** and follow the easy instructions to retrieve your message. The information you will be given will be very specific and you should listen to the entire message for further instructions or information regarding medication changes. Please listen to the entire message to ensure you receive all the information that our staff has left on the Patient Information Line.

**At the end of your message, you will be given three options: Press 1 to repeat message, press 2 to delete message, and press 3 to save message. The maximum amount you can save a message is forty-eight (48) hours from the time you first listen to the message. At the end of the 48 hours, the message will be automatically deleted from the system.**

If you have any questions after receiving your results, you may call our main office phone at **480-981-3000** during normal business hours. You will need to leave a message with the receptionist as to the nature of your questions and the phone where you can be reached so we can have your chart available when we call you back.