

Patient FAQ: Appointments, Telehealth & Portal Access

This resource answers common questions about scheduling, telehealth safety, and your patient portal. Please read it carefully — it includes important information that helps us provide you with safe, high-quality care.

Please note that our clinics provide care to individuals of all ages and populations within our community. If you have any special needs, accommodations, or circumstances that may impact your care or visits to our clinic, please notify your care team prior to your appointment so we can best support you.

Scheduling & Appointments

How do I schedule an appointment?

Our care team will work with you to find a time that meets your needs! [Book In-Person or Virtual Appointments | Denova Health](#)

What if I need to cancel or reschedule?

Please contact us as soon as possible if you need to cancel or reschedule. We ask for at least 24 hours' notice when possible so we can offer that time to another patient.

Repeated no-shows or late cancellations may affect your ability to schedule future appointments and may incur fees depending on your insurance type.

Will I have a co-pay for my Wellness Visit?

If you are scheduled for a wellness or preventive visit and a new or existing health concern is discussed during that appointment, your provider may need to bill for an additional office visit. This can result in a copay or cost-sharing responsibility beyond what is typically associated with a preventive visit. This is standard billing practice and is determined by the services provided during your appointment, not by your provider's preference. If you have questions about your coverage or expected costs, we encourage you to contact your insurance plan directly prior to your visit.

Telehealth Appointments

Can I join a telehealth appointment anywhere?

No. Due to state licensing requirements, all telehealth appointments must take place while you are physically located within the state of Arizona. If you are traveling or have relocated outside of Arizona at the time of your appointment, you will need to reschedule.

Important: Before your appointment begins, your provider will confirm that you are in Arizona. If you are not, your appointment will be rescheduled, and you may be responsible for any applicable cancellation fees.

Can I complete a telehealth appointment while driving?

No. You may not participate in a telehealth appointment while operating a motor vehicle. This is a patient safety requirement, not a preference.

Safety first: If your provider determines at the start of an appointment that you are driving or otherwise unable to safely participate, the appointment will be ended and rescheduled.

What else should I know about telehealth safety?

To ensure a safe and effective telehealth visit, please:

- Be in a private, stationary, and quiet location
- Use a device with a working camera and microphone
- Have a strong internet or cellular connection
- Be prepared to share your current location if asked by your provider
- Have a list of your current medications available

Patient Portal Access

How do I set up my patient portal?

You will receive an invitation by email. Click the link in the email to create your account. If you do not receive the invitation, please contact our team at 602.230.7373 to confirm the email address we have on file.

Can my portal account be linked to more than one email address?

No. Each patient portal account is linked to one email address only. This is a system limitation and cannot be changed.

For parents and guardians: If your child's care involves more than one parent or guardian, please coordinate **before registration** to decide which email address will be used for portal access. Denova cannot manage access disputes between guardians or create duplicate portal accounts for the same patient. This coordination is the responsibility of the family.

What can I do in the patient portal?

- View upcoming and past appointments
- Send and receive messages to and from your care team
- Review visit notes and clinical summaries (as released by your provider)
- Complete or update intake forms
- Review and update your contact and insurance information

Minors, Guardianship & Appointment Coordination

Who is responsible for coordinating a minor's care?

The responsibility for scheduling, consenting to, and coordinating a minor patient's appointments rests with the minor's parent(s) or legal guardian(s). Denova's role is to provide clinical care — we cannot mediate disputes or make decisions about which parent or guardian has authority to act on a patient's behalf.

What if parents or guardians share legal custody?

In situations involving shared legal guardianship, appointment scheduling and care coordination remain the responsibility of the adults involved. We ask you:

- Establish clear communication between all parties before contacting our office
- Identify a primary contact for scheduling and portal access
- Provide us with any relevant court orders or documentation that affects consent or access to care
- Notify us promptly of any changes to guardianship status or contact information

Denova will document the authorizing guardian on file and will follow applicable Arizona law and any court-ordered agreements in determining who may consent to or receive information about a minor's care.

Can both parents attend a telehealth appointment?

Please discuss this with your provider's care team in advance. Our providers are focused on delivering quality care and cannot manage interpersonal conflict during clinical sessions. If there are concerns about shared participation, we encourage families to establish a plan prior to the appointment. Telehealth links will be shared approximately 48 hours prior to the scheduled appointment time.

Paperwork & Documentation Requests

Can my provider complete forms or letters on my behalf?

Completion of paperwork — including forms, letters, prior authorizations, disability documentation, FMLA requests, school or work notes, and similar documents — is done at the discretion of your Denova provider. Not all requests can be accommodated, and your provider will use their clinical judgment to determine what they are able to complete.

Is there a requirement to be an established patient?

Yes. In most cases, completing paperwork requires an established relationship with a Denova provider. Providers are generally not able to complete documentation for new patients or for individuals who have not been seen recently.

Please note: Submitting a paperwork request does not guarantee completion. If your provider is unable to fulfill a request, a member of our care team will follow up with you. We recommend allowing adequate lead time for any time-sensitive documents.

Additional Questions

If you have questions not addressed here, please contact our front desk team. We are happy to help you navigate your care experience and connect you with the right member of our team.