

OVERVIEW

What is Fast Pass?

An exclusive benefit for our Banner & University of Arizona team members in Tucson, Fast Pass is designed to provide fast access to care. Fast Pass appointments will provide access to clinic visits, consultations, and follow-up appointments within three business days of making the request.

Why was Fast Pass created?

Fast Pass was created to improve health care access for team members. Fast Pass is based on the feedback of team members like you.

When can I begin using this service?

Fast Pass Phase II begins March 25, 2019

How do I schedule an appointment?

To schedule an appointment please call (520) 694-8888. When the system asks, “which department of doctor would you like?” please respond with the phrase “Fast Pass.” This response connects you to an agent who will help schedule your appointment.

What happens if I cannot get an appointment within three business days?

If the Patient Services Center is unable to find an appointment within three business days, your appointment will be escalated to a physician leader who will work to schedule an appointment.

What if I want to see my PCP instead of the provider available?

Fast Pass does not guarantee an appointment with a specific provider. You will be scheduled for the first available appointment.

What if I have a specialty referral?

If you are given a specialty referral during your clinic visit, please follow normal scheduling protocols. The referral process has not changed.

What should I expect at my appointment?

We take your care very seriously and are committed to seeing our Fast Pass patients within three business days of the request. This means there may be additional wait times in the clinic. Please let our clinic staff know if you need anything to keep you comfortable during your appointment.

ELIGIBILITY

Who is eligible to use Fast Pass?

Tucson-based Banner Health & University of Arizona employees, family members, and dependents enrolled in a Banner Health contracted medical plan are eligible to use Fast Pass. If you have questions whether your medical plan is contracted with Banner Health, please contact your insurance company.