

Communicating with the Midwifery Team

We are here for you! This resource was created to help you reach an El Rio staff member or midwife in between your appointments.



Prenatal visits are a great time to ask questions and learn!

For non-urgent questions and information about your pregnancy care plan, keep a list of questions in your phone to share with a midwife at your next visit.



El Rio MyChart

El Rio MyChart is a tool you can use to communicate with the midwives. Similar to using email, you send a message and receive a response within 3 days. This is a great way to ask a non-urgent question. On El Rio MyChart, you can view results, schedule appointments, ask about referrals, and see your health information. Enroll today at <https://elriomychart.org> or you can scan the qr code.

Once you sign up, you can also download the MyChart app on Android or iOS.



Reaching us by phone

We know that babies are born at all hours, so we are available by phone 24 hours a day. (A midwife is always on duty at Tucson Medical Center- day and night). **The number to call is 520-670-3909.**

You may also need to call Labor and delivery during pregnancy. **The number for TMC L&D is 520-324-5600.**

Phone FAQs

I left a message. How soon will I hear back?

Depending on the nature of your call, you may be speaking with a clinic team member, a nurse, or a midwife. Non urgent messages are returned within 3 business days. Labor calls and calls for emergency pregnancy symptoms are routed to the on-call midwife and returned upon receipt of the message. You should hear back within 30 minutes.

You can also communicate with your care team using El Rio MyChart.

The line is busy or there is a long hold time - Why can't I get through?

The morning time is when the most people call in. If your issue is not urgent, call in the afternoon, evening or on Saturday, when the hold time is reduced.

Can I talk to my midwife after-hours?

An answering service handles our calls after hours (8p-7a). A midwife is on duty to respond to mothers experiencing pregnancy warning signs or labor. After you leave a message with the operator, your call will be returned within 30 minutes.

General FAQs

When will I know my test results?

In general, test results take one week to return. Normal results are discussed at your next prenatal visit. If there is an abnormal result or further testing is needed, our staff will call you to discuss the plan.

You may always view test results on the My Chart patient portal. Another option is to create an account through a commercial lab portal (Lab Corp or Sonora Quest). Lab tests are sent to the lab contracted by your insurance.

How can I get a breast pump from my insurance?

If you are planning to order a breast pump through your insurance (including AHCCCS), be sure to ask for a breast pump prescription at your visit between 28 and 36 weeks of pregnancy. The midwife will write the prescription so that you can place the order through the company contracted with your insurer.

Why haven't I heard about the appointment for my ultrasound yet?

We make every effort to get these appointments arranged while you are in the health center for your visit. Sometimes, insurance authorization is required, or we cannot schedule immediately. It usually takes 1-4 weeks to arrange appointments for Diagnostic tests (like fetal ultrasound), or to see a Specialist.

Our staff will contact you when the arrangements are set or you may receive a call from the Specialist's office. Watch for messages in El Rio MyChart.

My prescription ran out. How do I get more medication?

Please contact your pharmacy directly for prescription refills. If provider approval is needed, the pharmacy will contact the prescriber. If it has been over a year since your last visit with us, you will probably need an appointment.



Helpful Webpages

Visit our El Rio Midwifery web page for helpful resources and copies of our handouts.
<https://www.elrio.org/service/midwifery/>

Visit TMC's webpage for helpful resources, childbirth education and birth care planning.
<https://www.tmc.org/tmc-for-women/maternity/>

Thank you for choosing El Rio Midwifery to grow your family!



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