



Dear Patients:

Welcome to our practice! We are glad you have chosen us as your Cardiovascular physician. Our goal is to provide you with the highest quality health care given in the most professional and personal manner possible. Below is a list of some of our office policies for you to read and become familiar with.

APPOINTMENTS:

It is our policy to see patients at their scheduled appointment times. We try not to keep anyone waiting any extended period of time; however, emergencies or office patients with problems that require more time than anticipated, may interrupt our schedules. We will inform you of any delays more than 30 minutes; if you cannot wait, we will be happy to reschedule your appointment.

****If you are unable to keep your appointment, please notify us as soon as possible.**

Since failure to efficiently utilize available appointment times denies our patients access to needed health care, it is our policy to charge \$25.00 to patients who do not present for first appointment and \$50.00 for 2nd and 3rd appointment

INSURANCE AND BILLING:

Because our office participates in many managed care plans, it is difficult to keep up to date with the requirements and changes pertaining to each. After your office visit, we will be happy to submit any claims to your insurance company on your behalf. However, this does not guarantee that your insurance company will cover the services that we provide.

We encourage you to become familiar with your insurance coverage, given that failure to do so may cause you unnecessary or unexpected out-of-pocket expenses. Additionally, some plans will only cover any expense that incur after you have paid a large “deductible”.

Please note that we collect for our services at the time services are rendered. Again, we will bill your insurance company on your behalf, although, we still hold our patients financially responsible for the services we provide.

TEST RESULTS:

It is our policy that severely abnormal test results will be called to the patient as soon as possible. If you do not hear from us, please contact us so we can make sure you have received your results. We can not always know when you will schedule for your outside testing, so it is important that you do follow up with us after 10 days if you do not hear from us. It is also helpful to let one of the office staff know if you have a secured voice mail that you may want us to leave a message on for results.

Due to HIPAA regulations, we want to protect your private health information. Therefore,

you may want us to leave a message on for results.

Due to HIPAA regulations, we want to protect your private health information. Therefore, we can not give any medical information to anyone that is not authorized to receive medical information on your behalf.

MEDICATION REFILLS:

We require 24 to 48 hours for any prescription refill to be completed. It is important that you bring any prescription bottles or list of medications that you need to be refilled to each office visit. This should omit any future problems that may arise should you find yourself out of needed medication. Please make sure you give the pharmacy name and phone number to a staff member to place in your chart.

You can reach us during office hours, (8:30am to 5:00pm), by telephone at 813-708-8346. After hours you can call the office and the answering service will page the on-call provider and you will receive a call back within 2 hours.

Thank you,

Vein, Heart and Vascular Institute

Patient Signature : _____