



Welcome to our practice!

We know you have many choices when choosing a physician and we are honored that you have chosen our practice for your Cardiology needs. We specialize in personalized care and are committed to providing each patient with an exceptional level of care and attention. At Heart Care Center of the Valley, our dedicated staff work together as a team to provide high-quality comprehensive care. Our compassionate and understanding physicians take pride in paying close attention to each of our patient's needs.

The following information is provided to assist you with your experience at our practice.

- **New Patient Packet:** All new patients need to review and complete these forms and bring them to their first appointment:

- Patient Information Form
- Financial Policy
- Release and Authorization for use or disclosure of PHI

All new patients need to also review these forms:

- Notice of Privacy Practices

- **Items to Bring to Your Appointment:**

- Current medication list including vitamins, supplements, and over the counter medications
- Current insurance cards
- Credit card, Debit card or cash for fees payable at the time of service, including co-payments, co-insurance and unmet deductibles

- **Check-in Time:** It is very important that you check-in 20 minutes prior to your appointment time to begin your registration process which includes updating your demographic, insurance and health information.

- **Late Arrival Policy:** If you arrive more than fifteen (15) minutes late, you may be asked to reschedule your appointment.

- **Missed Appointment Fee:** Failure to cancel any appointments within 24 hours (1 full business day, Mon-Fri) of your appointment may result in a \$50.00 missed appointment fee.

- **Co-Payment, Co-Insurance, and Account Balance Payments:** Please be prepared to pay your co-payments, co-insurance, unmet deductibles, and any outstanding balances due at the time of your visit. Please refer to the Financial Policy for your financial obligations as a patient.
- **Communicating with our Practice:** Following your visit, there are several methods to reach our staff:
 - Patient Portal –
 - This is a secure website for patients to review their information, copies of medical records, receive statements and pay account balances, etc.
 - This is our preferred method if you want to review your information, so please register for the Patient Portal as soon as possible. Ask any staff member on how you can enroll in the Patient Portal.
 - Telephone – To minimize your wait time on the phone, please note that our high-volume call times are Monday all day and from 9:00 - 10:00am and 1:00 - 2:30pm daily.
- **Website:** Visit our website to see information about our practice.
- **Patient Satisfaction:** Your satisfaction is very important to us. Periodically you may receive a confidential, electronic survey via e-mail asking for your feedback on your care and our services. Please be sure to provide your email address to our scheduling or registration staff. Your honest feedback is appreciated so we can continue to improve our services.
- **Dismissal from the Practice:** In very rare cases, our physicians have found it necessary to sever the patient/physician professional relationship. In this situation, we notify you by certified letter that you need to seek a new physician, but we will continue to provide your care for 30 days.

- **After Hours Care: Patients who have an emergency should call 911 or go directly to the nearest Emergency Room.** Tele-medicine consults can be employed for current and active patients (those seen by a physician in this group within the last year) if they have a full understanding of the risks, benefits and limitations of such a visit beforehand and are willing to give their consent for such a visit. Tele-medicine should be used for patients solely as an adjunct to in-office care for those otherwise unable to obtain necessary time for an in-office visit.

Heart Care Center of the Valley offers no after-hours care in our office. When the office is closed, including nights, weekends and holidays, our physicians will only be available to speak to physicians and pharmacies that are involved with our patients' care for purposes of consultation. Medication refills, new prescriptions and telephone consultations are not made outside of office hours. If medical services are urgently needed outside of our office hours, the patient should seek immediate medical evaluation at an urgent care facility or emergency room.

Thank you for choosing Heart Care Center of the Valley for your medical care!