

We are delighted you have chosen us for your cardiovascular care. To ensure a smooth and pleasant experience for all our patients, please review our office policies below.

Scheduling and Arrival

New Patient Appointments

To help us provide you with the best care from your very first visit, please ensure you bring the following items to your appointment:

- **Current Insurance Card(s) and Photo ID.**
- **A current medication log** detailing the medication name, dose, and frequency for *all* prescriptions and over-the-counter drugs you take.

Please note: Patients who arrive for their new patient appointment without the required insurance card(s)/ID and current medication log will unfortunately need to reschedule.

Arrival Time: Please plan to arrive **15 minutes early** for your appointment. This allows sufficient time to complete necessary consent forms prior to seeing our providers.

Established Patients

- **Annual Updates:** Once a year, you will be asked to complete updated consent forms. During this annual update, we will also need to scan an updated copy of your **insurance card** and **Photo ID**.

Insurance Changes and Responsibility

- It is the **patient's responsibility to inform our office of any insurance changes** prior to any scheduled appointment, testing, or procedure. Providing updated information helps us verify your benefits and avoid potential billing issues.

Appointment Cancellation and No-Show Policy

We understand that unexpected events occur. If you need to cancel or reschedule your appointment, please notify us as soon as possible.

- Please note that **three (3) "no-shows" or same-day cancellations** may regrettably lead to discharge from the practice, as it impacts our ability to schedule care for other patients.

Commitment to a Respectful Environment

- We are dedicated to maintaining a safe, professional, and respectful environment for everyone. We have a **strict policy of zero tolerance for verbal aggression** towards our staff members or fellow patients. Any instance of such behavior may lead to immediate discharge from the practice.

Preparation for Testing and Procedures

- If you are scheduled for testing or a procedure, please adhere carefully to the preparation instructions provided by our office. These instructions are vital for your safety and the success of the procedure, as we often must special-order specific medications and devices tailored to your needs. If you have any questions regarding preparation, please call our office well in advance of your appointment.