



Northwest Houston Cardiology PA

13325 Hargrave Road
Houston, TX 77070
281-469-8007

Patient Instructions

Dear Patient:

Our physician's and staff would like to welcome you as a new patient to Northwest Houston Cardiology PA. We encourage you to visit our website at www.nwhcardio.com. In an effort to reduce your wait time please read the following instructions provided and feel free to contact our office with any questions that you may have about the process. Thank you and we look forward to serving your current and future medical needs.

1. If you are a new patient, please complete the New Patient Intake Packet and bring them with you at the time of your examination. This information will complement the doctor's own history taking and allow him to focus on your specific issues.
2. You will need to bring a government issued photo ID, such as a driver's license or passport and your current insurance card to your appointment with you.
3. Bring all current medications that you may be taking with you (or an accurate list including dosage and frequency).
4. Please bring with you any pertinent x-rays, electrocardiograms, test results or other medical records. You can obtain these from your primary care physician or the hospital where the tests were performed.
5. Bring all of your insurance information and cards with you. If you are required by your insurance company to have a referral from your primary care physician, you must bring it with you at the time of your visit. You cannot be seen without the referral. If your insurance company is an HMO you may need a referral.
6. If your insurance company requires co-pay, we are required by law to collect it at the time the services are rendered and you cannot be seen by the physician without payment.
7. In order to provide the best possible patient access, Northwest Houston Cardiology PA tries to efficiently utilize every appointment. Patients who do not provide our offices at least 24 hours notice to cancel an appointment prevent other patients from seeing a cardiologist. We also incur additional costs for testing appointments, such as specific drugs and scheduled technicians, which cannot be recouped if the appointments are not kept. To encourage patients to provide timely notification of their appointment cancellation, we have implemented the following requirements and charges:

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- a. Patients are asked to provide at least 48 hours notice whenever an appointment cannot be kept. After hours, a message can be left with our answering service, which is documented and forwarded to the appropriate office.
- b. In the event 48 hours is not give, there will be a charge for the missed appointment of \$75.00 or all in-office testing. The fee is in addition to the fee for any pharmaceuticals that had to be ordered for your test. There is also a fee charged for missed new patient appointments of \$75.00. All charges must be paid before appointments can be scheduled.
- c. You must give 24 hours notice for cancellation of a nuclear stress test as a dose of nuclear medicine has to be ordered for you specifically. In the event that you do not give notice or show for the test a \$150.00 charge will be incurred for the medication.
- d. We accept cash, credit, and debit but I regret to say we can no longer accept checks or payment arrangements.
- e. Our common practice for Disability and FMLA documents is to refer those documents to your primary care physician unless the condition that you are incapacitated for is specifically related to a cardiac condition. The charge for this service is \$35.00 and there is a two week processing time for this service.
- f. The practice will manage all of your cardiac and vascular testing as well as any medication related to these conditions. All other medications related to other disease processes may be more efficiently managed by your primary care physician as he/she is more knowledgeable about the specific management of those conditions for you personally.
- g. You physician will prescribe enough medication until your next visit. You must keep your next appointment to refill your medications. If you are in need of your medication please do not wait until you run out of your medicine. Call your pharmacy at least 5 working days prior to the time you are out to allow time to refill. The medication can only be refilled if you have seen your physician within the past six months. Phone prescription refills will not be accepted.