



# TRI-CITY CARDIOLOGY

## Welcome Letter

Dear Patient,

Thank you for choosing Tri-City Cardiology for your care. Our goal is to provide you with very good care and service. The following information is provided to help you have a very good experience at our clinic:

- **New Patient Packet:** All new patients need to complete these forms and bring them to their visit:
  - Patient Information Form
  - Financial Policy
  - Authorization to release Personal Health Information (PHI)
  - Peripheral Vascular Disease (PVD) Screening
- **Items To Bring to Your Appointment:**
  - Current medication list including vitamins, supplements, and over the counter medications
  - Current insurance cards
  - Credit Card, Checkbook, or cash for payments owed at the time of service
- **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. Please allow enough time to park, if your appointment is at the Banner Heart Hospital Campus.
- **Late Arrival Policy:** If you arrive more than fifteen (15) minutes late, you may be asked to reschedule your appointment(s).
- **Testing Appointments:** It is very important to be on time for your testing appointment as these appointments run on time. If you are late, you may be asked to reschedule.
- **Cancellation Fee:** Failure to cancel any appointment within 24 hours (1 full business day, Mon-Fri) of your appointment will result in a **\$50.00** charge added to your account.
- **Co-Pay, Co-Insurance, and Account Balance Payments:** Please be prepared to pay your co-payments, 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.
- **Patient Rooming:** The rooming process begins when the medical assistant escorts you from the waiting rooms to an exam room to obtain updated health information, vital signs, etc to prepare for your visit with the physician.
- **Appointment Time:** Your appointment time is the time you are to begin your exam with the provider or test/procedure. Your physician will be using a computer in the exam room to access and update your medical information as part of an electronic medical record process.

- **Checkout Process:** The Discharge Scheduler will schedule any testing or follow up visits ordered by the physician. You will be provided a Clinical Summary of your visit at that time.
- **Communicating with our Practice:** Following your visit, there are several methods to reach our staff:
  - **Patient Portal** – <https://bit.ly/3IURmn9>  
This is a secure website for patients to communicate with our practice, request appointments and medical records, receive statements and pay account balances, etc. Our staff will assist you with enrollment.
    - **This is our preferred method of communications with patients.**
  - **Telephone** – our phone lines are open from 8 am to 4 pm Monday through Friday with live agents to direct your call to the appropriate member of our staff for timely patient care.
  - **Website:** [www.TriCityCardiology.com](http://www.TriCityCardiology.com)  
Visit our website to see information about our physicians and our practice but link to the **Patient Portal** for **SECURE** communication with our practice.
- **Patient Satisfaction:** Your satisfaction is very important to us. You will be receiving a confidential, electronic survey via e-mail from Press Ganey after your visit. Please provide your honest feedback so we can continue to improve our services.

Thank you for choosing Tri-City Cardiology for your medical care!

**The physicians and staff at Tri-City Cardiology**

**Tri-City Cardiology**

**Phone: 480-835-6100**

**Fax: 480-461-4243**

[www.TriCityCardiology.com](http://www.TriCityCardiology.com)

**Patient Portal:** <https://bit.ly/3IURmn9>