

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
 - o Financial Policy
 - o Authorization to release Personal Health Information (PHI)
 - o Peripheral Vascular Disease (PVD) Screening

• <u>Items To Bring to Your Appointment:</u>

- o Current medication list including vitamins, supplements, and over the counter medications.
- o Current insurance cards and photo ID
- <u>Check-in Time:</u> It is **very important** that you check-in <u>20 minutes prior to your appointment time</u> 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 late, you may be asked to reschedule your appointment(s).
- <u>Testing Appointments:</u> Testing appointments run on time, and it is very important to arrive at your "check-in time". If you are late, you may be asked to reschedule. Please note that the check-in time for PET Testing is 30 minutes prior to the appointment time.
- <u>Cancellation Fee:</u> Failure to cancel within 24 hours (1 full business day, Mon-Fri) of your appointment or No Show for your appointment will result in a <u>\$50.00</u> charge added to your account.
- <u>Co-Pay and Co-Insurance:</u> Please be prepared to pay your co-payments and deductibles 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:
 - o <u>Patient Portal</u>: This is a secure website for patients to communicate with our practice, schedule or request appointments and medical records, receive statements and pay account balances, etc.

You will receive an email with a specific link to register for the patient portal. After initial registration, you may return to the Medfusion website by using the link on our website or saving this link as a favorite on your browser.

Patient Portal: tricitycardiology.com/patient-portal

- o <u>Telephone:</u> Our phone lines are open from 8 am to 5 pm Monday through Friday with live agents to direct your call to the appropriate member of our staff for timely patient care.
- <u>Website:</u> Visit our website to see information about our physicians, practice, and locations. There is a link to the <u>Patient Portal</u> for <u>secure</u> communication with our practice.

Website: www.TriCityCardiology.com

• <u>Patient Satisfaction:</u> 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



Financial Policy

Dear Patient,

Our goal is to provide you with very good care and service. Attached is a copy of our financial policy. It is very important you review this policy. If you have any questions before your appointment, please call (480) 844-0401 to speak with a financial counselor.

Each visit, during the registration process, your statement or account balance will be reviewed with you by a financial counselor or registrar prior to services rendered. The final part of your registration process will be to review your financial obligations to ensure the accuracy of your bill. We will ask you to pay any co-payments, deductibles, and outstanding balances at this time.

In addition, your registration process will include updating your demographic, insurance, and health information. This process will improve the quality of patient information we use to care for you.

Being true to our Mission Statement we will work collaboratively with patients who are under financial hardship to develop fair and reasonable payment plans. Financial hardship is determined by policy and is a formal process that must be a joint effort between a financial counselor and the patient. A patient, who has the ability to pay and has not been formally determined to be in financial hardship, is expected to pay at the time of service and maintain no outstanding balance.

Our policy states that any account balance remaining after insurance payments must be paid in full within 30 days of the first statement, unless specific arrangements are made ahead of time. All co-pays, deductibles, and previous account balances must be paid before additional services will be rendered.

We hope this brief overview is helpful. We are excited about the opportunity to provide you with very good care and service. If you have any questions or concerns, please contact Billing at 480-844-0401. Thank you.

Billing Questions 6343 E. Main Street, Suite 12 Mesa, AZ 85205 (480) 844-0401

TRI-CITY CARDIOLOGY FINANCIAL POLICY Patient Responsibilities

Our goal is to provide you with very good care and service. Below you will find our financial policy. It is very important you review this policy. If you have any questions before your appointment, please call (480) 844-0401 to speak with a financial counselor.

Please have all current insurance cards available so we may copy the front and back of the card to bill your insurance accurately. It is your responsibility to inform Tri-City Cardiology (TCC) of any insurance changes. If accurate insurance information is not provided for timely submission of a claim, you will be held responsible for the full amount of the charges.

Financial Policy

Insured

All co-pays and deductibles must be paid before services are rendered. If unable to pay your copay at the time of service, your appointment may be rescheduled. Non-contracted insurance claims will be submitted to the insurance company as a courtesy to you however the charges remain your responsibility. If no response is received from your insurance within 60 days, payment must be made by you.

Non-Insured

TCC requires full payment at the time of service unless prior arrangements have been made with our Billing Office.

Balances Due

Patient balances remaining after insurance payments must be paid in full within 30 days of the first statement, unless specific arrangements are made ahead of time.

No Show & Cancellation of Appointments

TCC requires a 24-hour advance notice (1 full business day, Monday through Friday) for all appointment cancellations and reschedules. Failure to cancel or reschedule your appointment within the required time or if you No Show for your appointment, will result in a \$50.00 charge added to your account. This charge is not covered by your insurance and is the patient's responsibility.

Hospitalizations

It is your responsibility to notify your insurance company and primary care physician's office in the event of an unscheduled hospitalization. It is also your responsibility, not the hospitals, to provide TCC with your insurance information.

Medical Forms

TCC requires full payment of all applicable form fees (FMLA, FAA Clearance, Disability, etc.) before forms are released. Completion of form fees are not paid by your insurance company.

Non-Sufficient Funds/Return Checks

TCC will pass along to the patient a \$40.00 NSF bank charge for all returned checks. This fee will be added to your account and is the patient's responsibility. The financial institution may charge additional fees to you directly.

Print Name	Date of Birth
Signature	Today's Date



MEDICATION MANAGEMENT

Dear Patient.

Proper management of your medications is very important to your care plan. It is important that we work together to educate you on your medications and that we maintain an accurate medication list.

- Please bring your current medication lists (prescribed medications, supplements, over the counter medication), including dosage and instructions to every office visit with your physician.
 - o Be prepared to provide information about **new** medications since your last office visit.
- If you have been discharged from the hospital in the last sixty (60) days, it is important to bring your hospital discharge instructions that contain your most recent medication instructions.

Managing Prescriptions Refills

Tri-City Cardiology is compliant with Electronic Prescription requirements, therefore:

- All refill requests for medication must be made through your local or mail order pharmacy.
- If you need a refill authorization (if you are out of refills), you must call your pharmacy. The pharmacist is in the best position to safely and accurately coordinate the request with our staff.
- Request your refills <u>at least 7 days BEFORE</u> you will run out of medication to allow time for processing of your refill.
- If your prescription has expired, <u>allow at least two weeks</u> for your pharmacy to process the new prescription.
- If your prescription medication requires authorization from your insurance or you use a mail order pharmacy, allow <u>at least 30 days</u> for this process to be completed.

Understanding Your Medications

It is important that you know what medication(s) you are taking and how to take them. Be prepared for your visit by asking questions about your medications of your other physician(s) who prescribe them or pharmacist.

- Know the name and dosage of the medication(s). Keep a list with you.
- Know when you should take your medications and what to do if you miss a dose.
- Know the side effects (for example, drowsiness or nausea).
- Know if your medication(s) could interact with any over the counter non-prescription medications that you may be taking or whether you should avoid alcohol while taking a medication.

Thank you for your cooperation with following the above instructions to help process all of your medication requests and questions timely and accurately. Our goal is to ensure you understand and take your medications as directed by your physician for your best health benefit.



Patient Code of Conduct

In an effort to provide a safe and healthy environment for staff, visitors, patients and their families, Tri-City Cardiology expects visitors, patients and accompanying family members to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff.

The following behaviors are prohibited:

- Possession of firearms or any weapon
- Physical assault, arson or inflicting bodily harm
- Making verbal threats to harm another individual or destroy property
- Intentionally damaging equipment or property
- Making menacing gestures
- Attempting to intimidate or harass other individuals
- Making harassing, offensive or intimidating statements, or threats of violence through phone calls, letters, voicemail, email, or other forms of written, verbal or electronic communication
- Racial or cultural slurs or other derogatory remarks associated with, but not limited to, race, language or sexuality

In order to ensure that the privacy of our patients and staff is protected and to ensure that the physicianpatient relationship remains confidential and private, Tri-City Cardiology does not permit anyone to record, video tape or photograph our facilities in any way during any visit or appointment with us.

If you are subjected to any of these behaviors or witness inappropriate behavior, please report to any staff member. Violators are subject to removal from the facility and/or discharge from the practice.

Our practice follows a zero-tolerance policy for aggressive behavior directed by patients/visitors against our staff.

*Adults a	re expected to supervise children in the	eir care.
Patient Signature	Patient Printed Name	Date

Updated 2.20.24



Directions and Maps

Fiesta Office & Vein Center

1580 N. Fiesta Blvd Suite 100 Gilbert, AZ 85233 1580 N. Fiesta Blvd Suite 101 Gilbert, AZ 85233

Main Phone: (480) 835-6100

- Traveling <u>East</u> on Highway 60 in Mesa, take the Country Club Drive Exit Turn South (Right) onto Country Club Drive and then turn left on Baseline Rd.
- Turn Right on Fiesta Blvd
- Tri-City Cardiology is on the Southwest corner of Baseline and Fiesta Blvd. in Suite 100

-OR-

- Traveling <u>West</u> on Highway 60 in Mesa, take the Mesa Drive/McQueen exit Turn South (Left) onto Mesa Drive/McQueen and then turn Right on Baseline Rd.
- Turn Left on Fiesta Blvd
- Tri-City Cardiology is on the Southwest corner of Baseline and Fiesta Blvd. in Suite 100 -OR-
- Traveling North or South on highway 101, take the Southern Ave/Baseline Rd exit
- Turn East on Baseline Rd and then turn Right on Fiesta Blvd
- Tri-City Cardiology is on the Southwest corner of Baseline and Fiesta Blvd. in Suite 100

<u>Baywood Offices – Banner Heart Hospital Campus</u>

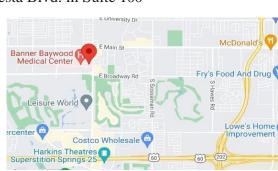
6750 E. Baywood Ave. • Suite 301 • Mesa, AZ 85206

Arrhythmia Center: Suite 506 Main Phone: (480) 835-6100

- Traveling <u>East</u> or <u>West</u> on Highway 60 in East Mesa, take the Power Road exit
- Turn North onto the Power Road exit
- Travel through the stop lights at Southern Ave., Broadway Rd and Baywood Ave. Immediately after Baywood Ave., take the entrance into the Banner Heart Hospital
- Travel up the ramp to the top level of the Banner Heart parking deck. Park and enter the hospital on the lobby level. There are two sets of elevators off the main lobby. Take either set of elevators to the 3rd floor
- We are located in suite 301

Note: A complementary shuttle service will be driving around the parking lot throughout the day to assist you to and from the front entrance of the Heart Hospital to your vehicle.





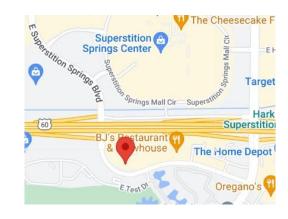
Superstition: Cardiology Services, Vein Center

6402 E. Superstition Springs Blvd. Suite 114 • Mesa, AZ 85206 Main Phone: (480) 835-6100

- Traveling **West** on Highway 60 in East Mesa, take Power Rd. exit
- Turn left onto Power Rd.
- Turn right on Superstition Springs Blvd.
- Follow the curve to the right and take your first right at Test Drive
- Take the first left into the parking lot

-OR-

- Traveling <u>East</u> on Highway 60 in East Mesa, take the Superstition Springs Blvd. exit
- Turn right onto Superstition Springs Blvd
- Follow to the stop light at Test Drive and turn left
- Take the first left into the parking lot



<u>Pecos Office – Rome Towers (Formerly Val Vista)</u>

1760 E. Pecos Dr. • Suite 420 • Gilbert, AZ 85295

Main Phone: (480) 835-6100

 Traveling <u>East</u> or <u>West</u> on Highway 60 in East Mesa, take the Greenfield Rd exit, then head south on Santan Village Pkwy.

-OR-

- Traveling <u>East</u> or <u>West</u> on South Santan Fwy/Loop 202, take the Val Vista exit, then head north
- Turn right onto E. Pecos Rd
- Turn left onto S. Rome St
- Make your first left into parking lot

VILLAGES AT. THE SPECTRUM SPECTRUM AT VAL VISTA CLASSIC SANTAN VILLAGE Rome Towers AT VAL VISTA Dissovery District Park Gilbert Arizona Temple Company Gilbert Medical Ctr Company C

San Tan Valley Office – Pinal Professional Village

36543 N. Gantzel Rd. • Bldg. 15, Suite 101 • San Tan Valley, AZ 85140

Main Phone: (480) 835-6100

- Traveling <u>East</u> or <u>West</u> on Highway 60 in East Mesa, Take the Ironwood exit, # 195
- Turn South onto S. Ironwood Drive
- S. Ironwood Dr. turns into N. Gantzel Road
- Continue south through Combs, to the 2nd stop light (no street name)
- Turn left into the complex and make a sharp left and follow the front of the buildings to our office location

-OR-

- Traveling **East** on Hunt Highway, take a left on Bella Vista Road
- Turn left on Gantzel Road
- Go through 2 stop light and turn into complex



-OR-

- Traveling <u>West</u> on Hunt Highway, take a right on Bella Vista Road
- Turn left on Gantzel Road
- Go through 2nd stop light and turn into complex

Gold Canyon:

6724 S. Kings Ranch Rd • Suite 104 • Gold Canyon AZ 85118 Main Phone: (480) 835-6100

- Traveling **East** onto US-60 E/Superstition Fwy toward Globe
- Slight left toward South Kings Ranch Rd
- Continue onto South Kings Ranch Rd
- Turn left at East Sunrise Sky Dr
- Destination will be on your right

-OR-

- Traveling <u>West</u> onto US-60 W Fwy toward Globe or onto AZ-79 N/N Pinal Pkwy Ave
- Continue onto South Kings Ranch Rd and turn right at East Sunrise Sky Dr

Casa Grande

177 W. Cottonwood Lane • Suite 7 • Casa Grande AZ 85122

Main Phone: (480) 835-6100

- From <u>I-10 Southbound</u> Exit west to E.
 McCartney Rd
- Turn Left (south) on N. Peart Rd
- Turn Right (west) on W. Cottonwood Ln
- Our office is on the Left

-OR-

- Head <u>West</u> on W. Maricopa/Casa Grande Highway
- Continue onto W. Cottonwood Ln
- Turn Right (on unnamed street). Our office is on the Right



333 N. Dobson Rd • Suite 11 • Chandler AZ 85224

Main Phone: (480) 835-6100

- Traveling <u>East</u> on Highway 60, take the AZ-202 Loop S
- Turn North on S. Dobson Rd
- Our office is on the East side of the road, just past W. Chandler, Blvd -OR-
- Traveling on **AZ-202 Loop E**, Take AZ-101 Loop S
- Take Exit 59 for W. Ray Rd





- Turn Right on N. Dobson Rd
- Turn Left on W. Flint St
- Make a Right and then another Right (unnamed streets)
- Our office will be on the Left
 -OR-
- Head East on E. Chandler Blvd
- Make a U-Turn at N. Colorado St
- Turn Right on N. Dobson Rd
- Turn Right on W. Flint St
- Make a Right and then another Right (un-named streets)
- Our office will be on the Left



Sun Lakes

10440 E. Riggs Road • Suite 250 • Sun Lakes AZ 85248 Phone: (480) 835-6100

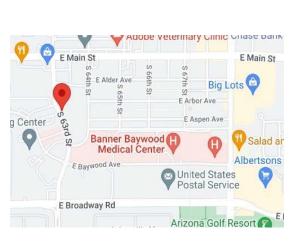
- Traveling <u>West</u> on Highway 202, take the AZ-202/AZ-Loop W
- Take exit 47 for AZ-87 toward Arizona Ave
- Turn left onto AZ-87 S/S Arizona Ave
- Turn right onto E Riggs Rd
- In 1 mile, the office will be on the right
- Traveling **East** on Highway 202, take the AZ-202/AZ-202 Loop E
- Take exit 48 for Alma School Rd
- Turn right onto S Alma School Rd
- Turn left onto E Riggs Rd
- The office building will be to your left

Tri-City Surgical Centers

143 South 63rd Street • Mesa AZ 85206 Main Phone: (480) 993-1000

- From **US-60**, Head North on Power Rd
- Turn Left E. Broadway Road
- Turn Right on S. 63rd St
- Our office is on the Right, just past E. Baywood Ave.





PATIENT INFORMATION FORM Tri-City Cardiology

Patient Name:			Date of Visit:			
First		Last	M.I.			
Date of Birth:	Age:	Sex:	Height:	Weight:		
Referring Doctor:		Pri	mary Care Doctor:			
				Phone:Ph:		
Advanced Directives:	None POA	Living Will	Healthcare Proxy			
Do You Use Tobacco: If Yes, Type: Packs/day Are you interested in tobacco	Chewing Years	Cigarettes Pi	pe Smokeless	Age Quit:		
Have you ever been dia Diabetes: Yes No High Cholesterol:		res, Type: Type	_	onditions: Adult onset) Year diagnosed		
If Yes, Type:	Cholesterol	Triglycerides (Cholesterol + Triglyceric	les Low HDL Syndrome		
High Blood Pressure: Family History of Heart Peripheral Vascular Disc	` ' -	ior to age 55: Ye		· · · · · · · · · · · · · · · · · · ·		
Are you allergic to any m	edications:	Yes No	0			
Medications you are aller	gic to:	R	eaction:			
Other allergies (food, adl	nesive tape, iodine,	latex, etc.):				

CURRENT MEDICATIONS		DOSE (Strength)	DOSAGE (How many & times per day)			DO YOU NEED ANY REFILLS?				
Example: Lopressor		50 mg	1 tablet, two times a day				30 Days	or 90	Days	S
							Yes	30		90
							Yes	30		90
							Yes	30		90
							Yes	30		90
							Yes	30		90
							Yes	30		90
							Yes	30		90
							Yes	30		90
							Yes	30		90
							Yes	30		90
							Yes	30	<u> </u>	90
							Yes _	30	<u> </u>	90
							Yes	30	<u> </u>	90
							Yes	30	<u> </u>	90
							Yes	30		90
Review of Sympt	toms: C	heck only the problems yo	ou are cur	rently experiencing						
	Y N		Y N		YN	I				
Cardiac:	0	Chest Pain (pressure)	0 0	Diaphoresis (excessive perspiration)	0 0		Orthopnea breathing ly			
Cardiac:	00	Palpitation (fluttering)	00	Syncope (loss of consciousness)	0 0		PND (troub night)	ole bre	athin	g at
Vascular:	00	Claudication (leg pain)	00	Edema (swelling)						
Constitutional:	0 0	Weight Gain	00	Weight Loss	0 0)]	Fever			
HEENT:	00	Visual Changes	00	Hearing Loss						
Respiratory:	0 0	Snoring	00	Hemoptysis (coughing up blood)	0 0		Dyspnea (sl breath)	hortne	ess of	
Gastrointestinal:	00	Nausea	00	Reflux	0 0)]	Bleeding			
Genitourinary:	00	Hematuria (blood in urine)	00	Nocturia (nighttime urination)						
Neurology:	00	Dizziness	00	Memory Loss	00) ;	Seizures			
Psychiatric:	0	Depression	0	Hallucinations						
Hematologic:	0 0	Acute Anemia	0 0	Thrombocytopenia (low platelet count)						
Endocrine:	00	Goiter (enlarged thyroid)	00	Tremors						
Derm (Skin):	0 0	Rash	00	Skin Sores						
Musculoskeletal:	00	Joint Pain	00	Myalgia (muscle pain)						

 $\pmb{Current\ Medications}\ -\ please\ list\ all\ prescription,\ non-prescription,\ vitamins\ and\ nutritional\ supplements;\ list\ additional\ meds\ on\ back\ of\ paper\ if\ needed$

Past Medical History – Place a check mark in the box for any conditions that apply:							
Respiratory: COPD Pulmonary Embolus Pulmonary Hypertension Sleep Apnea Other:							
Renal:							
Endocrine: Hyperthyroidism Hypothyroidism Obesity Other:							
Oncology: Breast Cancer Skin Cancer Lung Cancer Prostate Cancer Other:							
Chemotherapy Radiation Other:							
Cardiac: Arrhythmias Congestive Heart Failure CAD Heart Attack (MI) Valvular Heart Disease							
☐ CABG (Bypass) ☐ Coronary Stent ☐ ICD ☐ Pacemaker ☐ PTCA (Angioplasty) ☐ Other:							
Vascular: Abdominal Aneurysm Peripheral Arterial Disease Carotid Disease DVT Thoracic Aneurysm							
Varicose Veins Amputation Aneurysm Repair Vein Stripping Other:							
Varieose Venis Amputation Aneutysiii Kepair Veni Surpping Other.							
List any other surgeries: Family History — Checkmark any conditions that apply No Relevant Family History Unknown - Adopted Current Age							
Mother							
Father Sather							
Other							
Other pertinent family history:							
Do you consume Alcohol: Yes No Former If Yes, What Type: Beer Wine Liquor Variety							
If Yes, Frequency: Daily Weekly Monthly Yearly Occasionally Rarely Socially Amount: Do you consume Caffeine on a daily basis: Yes No Cups per day:							
If Yes, What type: Chocolate Coffee Energy Drink Soda Tablets Tea Other:							
Do you follow a specific diet: (check all that apply) Diabetic Low Carb Low Fat, Low Cholesterol Low Salt No Added Salt No Specific Diet Regular Renal Vegetarian Weight Loss Other:							



AUTHORITY TO RELEASE PRIVATE HEALTH INFORMATION Tri-City Cardiology

Patier	nt Name	Date of Birth
1)	Please check ($\sqrt{\ }$) one	ıly:
	I only want my	edical information released to myself.
	I give Tri-City care to the following	Cardiology Consultants, P.C. and staff authority to release medical information regarding my ndividuals:
Ind	lividuals Name	Relationship to Patient
-		
2)	Emergency Contact N	nme
	Emergency Contact I	one Number
3)	Please Initial below:	
	Yes, I give my J	rmission to leave messages regarding my test results, appointments, etc., at the following
	phone numbers	,
	No, do not leave	messages regarding my test results, appointments, etc.
Patie	nt Signature	Date
Witne	ess	
		n remains effective until patient notifies practice in writing of any change.
FOR	OFFICIAL USE ONLY	
	tempted to obtain written a	cnowledgment of receipt of this AUTHORITY TO RELEASE PRIVATE HEALTH
		Communication barrier □ Care provided was emergent □ Other:
Emple	ovee Name	Date

PERIPHERAL VASCULAR DISEASE (PVD) SCREENING Tri-City Cardiology

Patient Name:	Date:	Date of Birth:						
Peripheral Vascular Disease (PVD) is a common circulatory problem in which vessels carrying blood to the legs are not functioning well or become narrowed or clogged due to a build-up of plaque.								
Fill out this questionnaire so your physician can evalu	ate whe	ther you may be at risk or have symptoms of PVD.						
Please circle "Yes" or "No" on the following questions and check all boxes that apply:								
Have you ever been diagnosed with Peripheral Vascular Disease or been diagnosed as having poor circulation? Yes No		6. If you have pain, does the pain subside with rest? Yes No						
2. Have you ever had surgery, balloon procedures, or stents in your heart, kidneys, belly, legs, or arms? Yes No		7. Do your feet or toes bother you most nights while lying in bed, with relief when they are dangled at the edge of the bed? Yes No						
If yes, dates:	_	8. Do you have any painful sores or ulcers on legs or feet that do not heal? Yes No						
3. When you walk, do you experience aching, Cramping, or pain in your arms, legs, thighs, or buttocks? Yes No		9. Are your legs or arms pale, discolored, or bluish? Yes No						
4. If you answered Yes to #3, when do you feel the pain:		10. Check all that apply:						
☐ After walking 1 block ☐ Climbing a flight of stairs ☐ After walking 100 yards ☐ Walking at increased speed		☐ I am a current smoker ☐ I have a history of smoking ☐ I have diabetes ☐ I have a family history of diabetes ☐ I have high cholesterol						
5. If you answered Yes to #3, circle the area(s) of the body on the diagram below where you feel pain.	e	☐ I have a family history of high cholesterol ☐ I have high blood pressure/hypertension ☐ I have a family history of high blood pressure/hypertension ☐ I have coronary artery disease (CAD) ☐ I have a family history of coronary artery disease ☐ I have had a stroke/mini-stroke/TIA ☐ I have a family history of stroke/mini- stroke/TIA						