



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 and photo ID
- **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 late, you may be asked to reschedule your appointment(s).
- **Testing Appointments:** 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.
- **Cancellation Fee:** 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 **\$50.00** charge added to your account.
- **Co-Pay and Co-Insurance:** 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:
 - **Patient Portal:** 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

- **Telephone:** 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.
- **Website:** Visit our website to see information about our physicians, practice, and locations. There is a link to the **Patient Portal** for **secure** communication with our practice.

Website: www.TriCityCardiology.com

- **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