



Welcome to The Texas Heart Institute Center for Cardiovascular Care

We know that you have many choices when it comes to your cardiovascular care, and we thank you for choosing The Texas Heart Institute Center for Cardiovascular Care. Our professional staff is dedicated to high-quality individualized care for each of our patients, using a patient-focused approach that is designed to promote your long-term health and wellbeing. The following information will assist you in making your visit with us as convenient and pleasant as possible.

Appointments:

We strive to see our patients promptly at the scheduled appointment time. Due to our unique practice setting, we are able to provide multiple in-office tests throughout the day. Please assist us in keeping our schedule running on time by following these simple steps.

- There may be paperwork to fill out before your appointment regardless of whether you are a new patient or an established patient.
- When calling to make a routine appointment, it may be necessary to leave a message for the scheduler. Urgent, non-life threatening matters may be handled more appropriately by dialing the main number and pressing option 4 for the nurses (you still may have to leave message). Clearly state your name, date of birth and a call back number.
- If you are unable to keep your scheduled appointment, please notify our office at least 24 hours in advance.
- Please arrive at the time given to you by the scheduler.
- If you arrive late for your appointment, your scheduled testing may be rescheduled for another day or moved to a later time on the same day.

Please bring the following items with you to every appointment:

- Insurance card(s).
- Photo ID such as driver's license or state-issued ID.
- Payment via MasterCard, Visa, American Express, Discover or personal check.
- Complete list of medications you are currently taking, including any over-the-counter medications, vitamins or supplements. Please remember to include the dose and how each medication is taken (i.e. daily, twice daily, etc).
- The phone number, fax number and address for your local and/or mail order pharmacy.

Financial Policy:

- Financial responsibility is yours regardless of insurance coverage. Health insurance coverage is a contract between you and your insurance carrier.
- It is your responsibility to select a participating provider in your insurance network, and to ensure proper authorization from your insurance carrier.
- While we do our best to verify your coverage and benefits prior to your visit, please contact your carrier for an explanation of your coverage and benefits. It is ultimately your responsibility to make sure the services you receive are covered, and to determine your financial obligation.
- You will be expected to pay any outstanding balances, deductibles and/or co-pay at the time of your visit. If this is not possible, you should contact the Billing Office at (713) 790-9401 option 5 prior to your appointment to make payment arrangements.
- It is your responsibility to contact our office with any changes to your insurance, home address or phone number.
- All billing inquiries should be directed to your Billing Office at (713) 790-9401 option 5.



Forms:

- Patients often ask us to help them complete specific forms for their job or insurance company.
- There will be a \$30 fee to have the forms completed and please allow 7-10 business days to process the forms.

Refills:

- The Texas Heart Institute Center for Cardiovascular Care tries to process all medication refill request electronically. Please contact your pharmacy to send the request, which will speed up our response.
- Refills require 48 hours processing time. Please plan accordingly for weekends or holidays.
- If you participate in a mail order pharmacy service, please make sure you have created an account with the pharmacy and we will electronically fill your prescription or send it via fax.

Referrals / Authorizations:

- Please allow 72 hours for referrals to a specialist or authorizations for certain medical tests or procedures.
- Provide all of the information requested in order to obtain the referral or authorization. Providing incomplete information will delay the process.
- If your insurance plan requires a referral from your primary care physician, please bring a copy of the referral with you or fax it in advance to (713) 600-9332.

Lab and Test Results:

- Remember to review your contact information and HIPAA form with the front desk to ensure the contact information we have on file is accurate.
- If a particular test result the physician ordered was unavailable during the visit, please allow 3 business days for our nurse or medical assistant to contact you with those results.
- If you have not heard from our office after 5 business days, please call the office.

Phone / Email Messages:

- Your phone and/or email messages will be returned within 24 hours.
- Messages left after 3:00pm will be returned the next business day.
- Messages left after 3:00pm on Friday will be returned on Monday.
- When leaving a message or sending an email, please include your name, the patient's name (if different), the patient's date of birth, the reason for your call/email and your call back phone number.
- If your call/email is regarding a medical emergency, do not leave a message or send an email. Dial 911 immediately.

Medical Records:

- Requests for a copy of your medical records must be made in writing, and accompanied by a completed and signed authorization form.
- There may be a charge for a copy of your medical record.
- If you need a copy of medical records to provide to another physician, please indicate the physician and contact information on the authorization form and we will send your records directly to the physician.

For directions to our office, please see the next page.



Directions to Our Office

From Cleveland / Kingwood (Hwy 59) – Take Highway 59 South to Houston. Drive through downtown Houston and exit Hwy 288 South towards the Medical Center. From Hwy 288 South, exit Holcombe Blvd and take a right onto Holcombe. At Fannin Street, take another right. Our building has two twin peaks and is located on the left side of Fannin Street. Enter the Visitor Parking or the Valet Parking entrance for the St. Luke's Medical Tower at 6624 Fannin Street. Our office is located on the 26th floor in Suite 2600.

From Conroe / The Woodlands (I-45) – Take Interstate 45 South to Houston. Drive through downtown Houston and exit Hwy 288 South towards the Medical Center. From Hwy 288 South, exit Holcombe Blvd and take a right onto Holcombe. At Fannin Street, take another right. Our building has two twin peaks and is located on the left side of Fannin Street. Enter the Visitor Parking or the Valet Parking entrance for the St. Luke's Medical Tower at 6624 Fannin Street. Our office is located on the 26th floor in Suite 2600.

From Victoria / Sugarland (Hwy 59) – Take Highway 59 North to Houston. Drive towards downtown Houston and exit Hwy 288 South towards the Medical Center. From Hwy 288 South, exit Holcombe Blvd and take a right onto Holcombe. At Fannin Street, take another right. Our building has two twin peaks and is located on the left side of Fannin Street. Enter the Visitor Parking or the Valet Parking entrance for the St. Luke's Medical Tower at 6624 Fannin Street. Our office is located on the 26th floor in Suite 2600.

From Galveston (I-45) – Take Interstate 45 North to Houston. Exit Loop 610 South (exit to the left). Take Loop 610 and exit Hwy 288 North to Houston. From Hwy 288 North, exit Yellowstone. Drive on the Hwy 288 North frontage road until you reach Holcombe Blvd. Take a left over the Interstate onto Holcombe. At Fannin Street, take another right. Our building has two twin peaks and is located on the left side of Fannin Street. Enter the Visitor Parking or the Valet Parking entrance for the St. Luke's Medical Tower at 6624 Fannin Street. Our office is located on the 26th floor in Suite 2600.

From Pearland (Hwy 288) – Take Hwy 288 North to Houston. From Hwy 288 North, exit Yellowstone. Drive on the Hwy 288 North frontage road until you reach Holcombe Blvd. Take a left over the Interstate onto Holcombe. At Fannin Street, take another right. Our building has two twin peaks and is located on the left side of Fannin Street. Enter the Visitor Parking or the Valet Parking entrance for the St. Luke's Medical Tower at 6624 Fannin Street. Our office is located on the 26th floor in Suite 2600.

From San Antonio / Katy (I-10) – Take Interstate 10 East to Houston. Exit Loop 610 West and drive past the Galleria and continue to drive on Loop 610 South. Take Loop 610 South and take the Fannin Street exit. Turn left and drive under the overpass on Fannin Street north towards the Medical Center. Our building has two twin peaks and is located on the left side of Fannin Street past Holcombe Blvd. Enter the Visitor Parking or the Valet Parking entrance for the St. Luke's Medical Tower at 6624 Fannin Street. Our office is located on the 26th floor in Suite 2600.

From Beaumont / Channelview (I-10) – Take Interstate 10 West to Houston. Exit Highway 59 South. Drive through downtown Houston and exit Hwy 288 South towards the Medical Center. From Hwy 288 South, exit Holcombe Blvd and take a right onto Holcombe. At Fannin Street, take another right. Our building has two twin peaks and is located on the left side of Fannin Street. Enter the Visitor Parking or the Valet Parking entrance for the St. Luke's Medical Tower at 6624 Fannin Street. Our office is located on the 26th floor in Suite 2600.