

Comprehensive Cardiovascular Care of the Woodlands, PA

Telephone Calls

Our telephone number is: 936 230 5006

A doctor is available for emergencies at any time, 24 hours a day, weekdays, weekends, and holidays. A telephone answering service picks up all calls when the office is not open and emergency messages are immediately conveyed to the doctor. If urgent care is needed, please go directly to the hospital or closest hospital emergency room.

Appointments

- You can request your appointment either by phone or by online please click link for online booking: <http://www.practicefusion.com/e5831704-c87a-4360-9a4a-53ec5008025e>
- When calling the office for an appointment, please give the receptionist as much information as possible about the purpose of your visit so that adequate time can be set aside for your examination. If you feel you may have to be seen by the doctor immediately, please let the receptionist know when you call.
- We ask that you please bring any medical records and medications you are currently taking to your appointment.
- Bring driver license and current insurance ID cards at the time of office visit
- Your Face picture will be taken at the time of office visit for chart ID purpose
- If you must cancel your appointment, please do so at least 24 hours before so that another patient can be treated.

Confidentiality

- All medical records are confidential. No medical information will be released without your written authorization except when we are required to do so by law.

Professional Referrals

- If you have been referred by another physician, a letter will promptly be sent or faxed, outlining our findings and the course of treatment.

In Case of an Emergency

- If you develop chest pains, shortness of breath or other life threatening symptoms, go to the nearest emergency room. Our physicians are available 24 hours a day and can be reached at office phone no 936-230-5006. After hours, the answering service will contact the physician, who will promptly return your call.

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Financial Policy

- Medicare and most HMO insurance plans are accepted
- Deductibles not met and all copay's and co-insurance payments are expected at the time of visit.
- If experiencing financial hardship, payment arrangements can be made in advance.

PRESCRIPTION REFILLS

We prefer to refill prescription at the time of your visit with physician. So, please come for office visit with complete list of your active medications and number of refills remaining. If you need refills in between office visits:

- Please contact your pharmacy for all prescription renewals or refills and have them send us an electronic request or fax.
- Most prescriptions are filled same day if requested during business hours electronically.
- For refills, we require at least an annual appointment or sooner as discussed at the last visit with your cardiologist. (For example, if you were instructed to follow up with an office visit in three months, and it has been six months since you have seen your doctor, the prescription will not be refilled until you have scheduled an appointment).
- Medications prescribed by other providers will not be refilled by our office. In general, your primary provider must prescribe non-cardiac medications, includes sleeping pills, pain pills, antibiotics and cold medications.
- Allow two business days for prescription requests to be processed.
- Mail order pharmacies require 12-14 days for prescription requests to be process.

DISABILITY PAPERS AND FORM LETTERS

- Allow 7 to 10 business days for these forms to be completed.

Emergencies

Dr. Patel, provide 24/7 cardiac coverage for cardiac emergencies. *Please note - Occasionally Dr. Patel will be summoned to the Hospital emergency room (ER) for an acute cardiac emergency that may necessitate abrupt cancellation and rescheduling of your appointment. Please be understanding of these rare but necessary occurrences in a cardiologists practice. Thank you.

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Primary Care Physician(PCP) Requirement

To My Patients:

I expect all my patients to have a primary care physician (PCP).

The reasons for this, are as follows:

I only provide Cardiology services.

You should have an annual physical examination, chest x-ray and lab tests for cancer screening, etc.

You should establish a relationship with a general physician to arrange referrals and inpatient hospital care for non-cardiac problems.

I will only refill cardiac prescriptions on patients I follow regularly.

All managed care plans require this.

Your primary care physician will be ordering general lab work. We would like to receive a copy of your lab studies.

It is important that you inform us if you change primary physicians.

Thank you for your cooperation.

Sanjaykumar Patel, MD, FACC