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Ventura Cardiology Consultants

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*Diplomates of the American
Boards of Internal Medicine and
Cardiovascular Disease*

Practice Policies

Authorization. I consent to be evaluated and treated by the physicians of Ventura Cardiology Consultants.

Scheduling. We will extend every effort to schedule appointments in accordance with your preferences. Given the unpredictable nature of cardiovascular medicine, office appointments may need to be rescheduled with little notice. You may request to see an alternative physician on that day if one is available. We will do our best to reschedule appointments at your earliest convenience.

Availability. During normal business hours, calls will be routed to your personal physician's medical assistant. A Ventura Cardiology Consultants physician is always on-call to address urgent matters if your personal physician is unavailable. Questions of an incidental nature should be withheld until the next scheduled appointment. After-hours calls should be restricted to medical urgencies. Questions regarding billing, scheduling and medication refill requests will be addressed during normal business hours, from 8:30 AM to 5 PM, Monday through Friday, except for holidays. Please allow at least 24 hours for prescription renewals.

Billing. Please always bring your primary and secondary insurance cards with you to every appointment and always be prepared to pay any outstanding balances at your appointment. Outstanding balances must be paid at the time of notification before further evaluation and treatment can be rendered. We will notify you at the time of your appointment, if not earlier, of any outstanding balances. You must notify us immediately of any changes regarding your health insurance coverage. Patients must be responsible for knowing their co-payment and deductible amounts, and our billing staff can assist you in determining these amounts. We reserve the right to submit to insurance carriers any and all information necessary to process a claim. We do not contract with all insurance plans, and patients will be financially responsible for all fees and charges for evaluation and treatment regardless of medical insurance coverage or preauthorization. For established patients, same-day cancellations or failure to appear may generate a separate charge for which you will be personally responsible.

Privacy. Health information privacy laws protect the content and disclosure of your medical records. Letters of consultation, progress notes, test results and recommendations will be communicated to your referring physicians routinely. Test results may be reviewed with you in the manner that you specify. Requests to reproduce part or all of your records will only be granted after we have received your written consent. Our physicians and staff members may answer specific questions from nurses, allied health professionals, pharmacists, referring

physicians and/or their staff regarding your medical history, test results and impressions. We will only confer with those family members or personal acquaintances that you designate. You must designate at least one emergency contact below and notify that individual of this designation.

Primary emergency contact:

Name: _____
Relationship: _____ Phone number: _____

Additional individual(s) we may speak with about your health status:

Name: _____ Relationship: _____
Name: _____ Relationship: _____

Demographic questions. In order to comply with federal standards for electronic health records, the following demographic information is required. The selections that follow were proposed by governmental committees and not by Ventura Cardiology Consultants.

RACE

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian
- Other Pacific Islander
- White
- More than one race
- Refuse to Report

ETHNICITY

- Hispanic or Latino
- Not Hispanic or Latino
- Refuse to Report

LANGUAGE

- English
- Spanish
- Italian
- French
- German
- Indian
- Chinese/Cantonese/Mandarin
- Japanese
- Korean
- Other: _____

Extended services and forms. We may bill your insurance for certain health care services between office appointments. Examples of services that may not be reimbursed by insurance plans are shown below. These services will be subject to additional administrative fees. Some requested services may require a formal office visit as well as an examination that may be billed separately to your insurance carrier. Upon review, some services or forms may be redirected to your primary care physician or a different medical specialist. If a service is requested in the absence of a form (i.e. request from a physician for cardiology clearance for a procedure), you will be billed separately and notified of this charge at your next visit.

\$25.00 per occurrence

- Letters or forms for clearance to return to work
- Letters for excuse from jury services
- Letters or forms to support travel plan deviations
- Letters or forms for cardiology clearance for procedures (medical, surgical, or dental)
- Coordination of care with physicians, visiting nurses or living facilities
- DMV parking placard forms in the absence of an office visit

\$25.00 per page

- DMV medical inquiry and examination forms
- Review of advanced directives
- Life insurance forms
- POLST forms
- Disability and family medical leave of absence (FMLA) forms
- Review of submitted documents (internet downloads, journal or news articles, etc.)
- Reproduction of medical records (\$25.00 per each 20-page increment)

I agree to the terms above, and this acknowledgment will remain in force until revoked by me in writing:

Patient Name

Signature of Patient or Legal Representative

Date