



# Cardiovascular Surgeons of North Texas

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## ***Welcome To Our Practice!***

*We are committed to providing you with the best possible medical care. Excellence is our goal!*

### **Appointments:**

For appointment please call **(972) 519-8300**

- Please call in advance for office visits. Make follow-up appointments as you leave. We make every effort to stay on schedule, although emergencies arise. If we are seriously delayed, we attempt to notify patients beforehand.
- Please call the office as soon as possible if you are unable to keep your appointment or are going to be late.

### **What should you expect from us:**

- To be treated with respect, dignity and be informed of his/her care needs to make appropriate decisions.
- To expect services to be professional, timely and appropriate.
- To communicate his/her complaints to the Medical Practice Manager and expect to receive follow-up without negative repercussions or changes in service.

To receive care without discrimination due to race, religion, age, sex, disability or ethnic origin.

### **Financial Policy**

- Unless arrangements have been made in advance, **co-payments, co-insurance, and any outstanding balances are expected at the time of service.** Patients may be financially responsible for payment of all services even if their insurance company does not pay. Patient accounts not paid promptly are subject to third party collections and/or legal procedures.
- If your insurance carrier has not responded to a claim within 90 days, we reserve the right to formally transfer all associated liability for the claim to the patient/guarantor. Failure to promptly resolve this balance may result in third party collection and/or legal procedures may be taken.
- We realize that emergencies do arise that may affect timely payment of your account. If such extreme cases do occur, please contact a patient accounts representative at **(972) 519-8300**.
- Please always notify our office of any change in name, address, phone or insurance information.
- There are fee's associated with any and all paperwork that is required to be filled out by the doctor.

### **Insurance:**

- Prior to your appointment, please check your insurance information so you will be informed about referrals, co-payments, and any deductible required at the time of the visit. We also accept: ***Visa, MasterCard, Discover and American Express.***
- For your first visit, please bring your insurance card and arrive early to complete the necessary patient information forms.
- Your health insurance contract is between you and your insurance company. Any complaints regarding your coverage should be directed to your carrier.

Referrals: Please allow 48 hours for referral processing. If you are being referred, please be sure to bring the referral with you at the time of office check-in.