

Office Policies

Cancellations: Please notify the office no later than 24 hours in advance if you are unable to keep your appointment. If you need to cancel your appointment, you will be rescheduled to our next available date and time.

Co-Pays - All HMO co-pays are due prior to seeing the physician.

Referrals: Please have your referral when you arrive for your appointment.

Messages: All messages left with the office will be answered by the end of each business day or within 24 hours unless it is a medical emergency. **If you are experiencing a life threatening medical emergency please call 911 or report to the nearest emergency room immediately.**

Surgical Clearance: If you are scheduled for any type of surgery and require a surgical clearance, an in-office evaluation is usually required. When making your appointment notify the office that it is a surgical clearance appointment. Additional testing may be needed prior to your surgery. Please allow 7-10 business days prior to your surgery.

Medical Record Requests: Medical records can be requested by patients at \$1.00 per page. All reports will be sent to the ordering physician only or a single collaborating physician at no cost. There is a \$5.00 fee for copies being sent to additional facilities if not required for immediate continuity of care. Requests will be completed in 7-10 business days.

Forms and Letters: Whenever possible forms and letters are processed within 7-10 business days. There is a \$5.00 fee for forms that are 1-2 pages in length and a \$10.00 fee for forms 3-5 pages in length.

Disability Forms: Only forms for our patients who are considered disabled from a cardiac standpoint with supporting medical documentation will be completed by our office.

Confidentiality: Heart Care of the Poconos, P.C. is compliant with HIPPA.