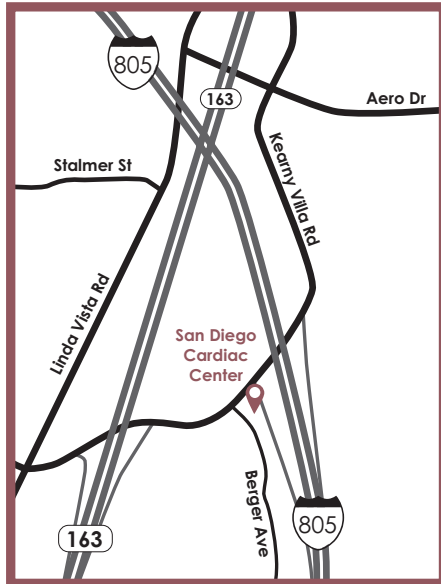


DIRECTIONS: KEARNY MESA OFFICE
3131 BERGER AVENUE
SAN DIEGO, CA 92123



"The mission of San Diego Cardiac Center is to help cardiac patients feel better and live longer."

We look forward to your visit.

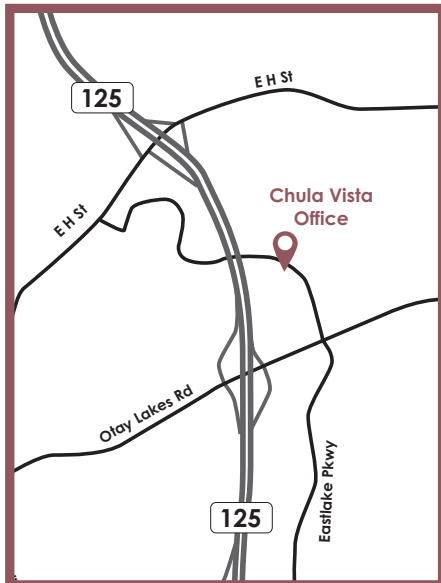
Parking is free for patients!

Lost or need assistance?

Kearny Mesa: 858-244-6800

Chula Vista: 858-244-6867

DIRECTIONS: CHULA VISTA OFFICE
890 EASTLAKE PARKWAY
CHULA VISTA, CA 91914



CONTACT US

Kearney Mesa Office

3131 Berger Avenue, Suite 200

San Diego, CA 92123

Phone: 858-244-6800

Fax: 858-244-6809

Chula Vista Office

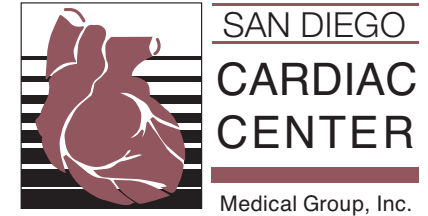
890 Eastlake Parkway, Suite 205

Chula Vista, CA 91914

Phone: 858-244-6867

Fax: 858-682-2202

www.sdcardiac.com



WELCOME TO OUR PRACTICE

Welcome to our practice and thank you for choosing San Diego Cardiac Center for your cardiac care!

San Diego Cardiac Center has been taking care of cardiac patients since 1977. You will have the benefit of years of experience in the diagnosis, treatment and prevention of adult cardiovascular diseases.

The information provided in this packet is delivered so you may access our services efficiently. Please read our office policies and procedures carefully so you may get the most out of your upcoming visit.

*We take our
responsibility to heart.*



FREQUENTLY ASKED QUESTIONS:

What can I expect at my first appointment?

Front desk will collect your:

- Completed registration and history forms.
- Primary and secondary insurance cards
- Photo ID
- Co-payment and/or co-insurance
- Information to sign up for the Patient Portal.
- Your total appointment time will be between 30-45 minutes.
- You will meet with the entire care team which may include medical assistants, a nurse practitioner, a medical historian (scribe), and your physician.
- You should expect to have an Electrocardiogram (EKG) done at the first visit. Other tests will usually be ordered for a later date.

What is your appointment policy?

- Visits are by appointment only (no walk-ins).
- Appointments must be cancelled at least 24 hours prior to visit or a no-show or late cancellation fee of \$25.00 will be assessed. Please call Kearny Mesa (858) 244-6800, Chula Vista (858) 244-6867 to reschedule or cancel appointments.
- Schedule any follow-up or testing appointments at check out.



How do I get my prescriptions refilled?

- Contact your pharmacy first.
- If your pharmacy cannot assist you, you may contact our refill line at (858) 244-6808 and leave a detailed message including: *full name, date of birth, medication name, dosage and pharmacy.*
- Established patients may submit a request through our online patient portal: www.patient.sdcardiac.com.
- Allow 48-72 hours for processing of all refills.

If my doctors order labs where should I have them done?

- We recommend Sharp or Quest Laboratories depending on your insurance allowances.
- Please notify us if you need to go to another lab so we may ensure results are retrieved and reviewed timely.

How will I get my test results?

- A follow-up appointment will be scheduled to receive and review your results with your provider. It is important that you keep that appointment.
- You may review some results (Sharp, Quest labs and **onsite** tests) through the portal. Not all results are available through the portal.
- You may request copies of your records in writing through our medical records department (Fees may apply).

What else should I know about your clinic?

- If you ever feel you are having an emergency, please dial 911.
- If you need urgent medical advice after hours, you may reach our on-call doctor by calling our office.