



## **The Austin Diagnostic Clinic (ADC) Cardiology Patient Information**

Welcome to The Austin Diagnostic Cardiology Clinic. To ensure an efficient and timely exchange of medical information between you and our nursing staff, we ask that you review and comply with the following cardiology guidelines:

### **Important phone numbers**

Routine phone calls are received from 8:00 am to 4:00 pm.

- **Appointment line: 901-4051**
- **General questions: 901-1111**
- **Cardiology Nurse: 901-4001 and follow prompts**
- **Fax number: 901-4724**

### **Phone calls**

**Routine** – You are welcome to call our office between 8 am and 4 pm, Monday through Friday. Voicemail will answer calls received after 4 pm. Your message will be answered the following business day. When you leave a message, please:

- Leave a brief explanation for your call
- Your last name (spell it)
- Date of birth
- Name of your physician
- Call back number.

**Urgent - If you have severe chest pain and a history of stent placement or a previous heart attack or heart surgery please call 911 and proceed to the closest emergency room (ER) or North Austin Medical Center ER.** If you have taken Sublingual NTG or used your Nitro spray and your chest pain is better, call the nurse line to keep us informed before 12 noon. If your blood pressure is consistently too high or too low and you have other symptoms, call the nurse line before 12 noon to report your values.

### **Appointments**

**Heart Cath patients** need a follow up office visit with the Cardiologist within 14 days after your procedure. Call the appointment desk at 901-4051 to schedule.

**If you need to make an appointment or reschedule an appointment, please call 901-4051.** This includes scheduling for EKG's, Echo's, Stress tests and Holter/Event monitors. **Please do not call or, leave a message on the Nurse Line.** Our business associate will transfer you to the nurse if needed.

### **New Patients**

Please provide the business associate with the name of your referring physician. Call your referring physician's office and arrange to have your records faxed to The Austin Diagnostic Cardiology clinic prior to your appointment. **Fax your records to 512/901-4724.** We recommend you call our office a few days prior to your scheduled appointment to verify the records have arrived at ADC.

### **Lab and Diagnostic Study Results**

Our office will call or mail a letter to you regarding your lab results and/or diagnostic results. If you do not hear from us within 5 to 7 business days, please call your physician's nurse.

## Procedure for Refills

Please call your pharmacy for refill requests. The pharmacy will fax the request to our office. If you are out of refills, your pharmacy will still fax us to request a new prescription.

In order to receive a refill, our office requires the following:

- 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 6 months since you have seen your doctor, the prescription will not be refilled until you have scheduled an appointment).
- Medications prescribed by other providers (such as your family practice or internal medicine doctor) will not be refilled by the Cardiology clinic. In general, your primary provider must prescribe non-cardiac medications. This includes sleeping pills, pain pills, antibiotics and cold medications.
- Mail order pharmacies often require member numbers that we do not have access to. Therefore, you must first notify the mail order company to provide member number information and to request a refill. Our office will give, or mail you a new prescription so you can send it to the mail order pharmacy of your choice.

**Please allow 5-6 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

Please allow 7 to 10 business days for these forms to be completed.