



Iowa City & Cedar Rapids Heart Centers, P.C.

The following policies help us provide the best services possible for all of our patients.

- **Please arrive at least 30 minutes before your first appointment and 15 minutes before your return appointment in order to be certain that your insurance filing and billing information is accurate and complete.** If you don't arrive early, you may need to wait past your scheduled time or your appointment may need to be rescheduled in fairness to patients scheduled after you who are on time.
- **Please bring all current medications IN THEIR PRESCRIPTION BOTTLES to your appointment** so we can verify what you are taking and how frequently.
- **At least three days before you finish your heart medicine, call your pharmacy (not us) and have them fax a refill request form to us.** We will then approve this request and fax it back to your pharmacy, or discuss the request with your pharmacist. The pharmacist will then contact you. Due to phone call volumes, please do not contact us for prescription refills unless you use a mail-order pharmacy.
- **You must be seen in one of our clinics at least annually if we prescribe medicine for you.**
- **All requests for drug samples must be discussed in a scheduled office appointment with your physician or nurse practitioner.** We are not licensed as a pharmacy.
- **Co-payments are collected at each office visit** if required by your insurance plan. We accept cash, checks, MasterCard and Visa.
- Some of the drugs used in nuclear testing cannot be used later if you miss your appointment. **We will charge a \$20.00 waste fee to patients who do not provide at least 12 hours notice to us before missing their diagnostic testing.**
- **The following forms require a \$20.00 administrative fee due to the time it takes to complete them accurately:** drug assistance forms, family medical leave forms, and any fee or payment waivers. **If insurance does not cover this fee, the patient will be billed.**

We are committed to providing cardiology services as a team effort: physician or nurse practitioner, nurse, scheduler, medical records, transcriptionist, diagnostic tech, and **YOU**.