

Cardiology Center of Amarillo

Office Policies

OUR CCA PHYSICIANS

R. Lowell Chaffin, M.D.
Joel C. Osborn, M.D.
Monte Slatton, M.D.
Assadour Assadourian, M.D.
Anthony Agostini, D.O.
Coty Jewell, M.D.
Walter Allison, M.D.

OUR CCA PHYSICIAN EXTENDERS

Amber Soto, P.A.-C.
Meredith Thornhill, M.S.N., F. N. P.-C.
Kasey Rowe, P.A.-C.
Sandra Hernandez FNP-C
Julie Reel FNP-C

OFFICE HOURS

Our clinic office hours are:

Monday thru Thursday 7:30 a.m.-5:00 p.m.
Friday 7:30 a.m.-1:00 p.m.

Our clinic phones are answered by clinic staff from:

Monday thru Thursday 8:00 a.m. - 5:00 p.m.
Friday 8:00 a.m. - 1:00 p.m.

AFTER HOURS AND WEEKENDS

Our clinic closes at 5:00 p.m. Monday thru Thursday and at 1:00 p.m. on Fridays. We are closed as well on Saturdays and Sundays and on major holidays. If you feel that you are having a medical emergency or need urgent assistance - call 911 immediately. The on call physician will be contacted by the hospital upon your arrival. Routine matters will be handled during regular business hours.

APPOINTMENTS

Please make an appointment for all physician visits. If it has been longer than two years since you have last seen your cardiologist, you will need to schedule a comprehensive evaluation. All patients are required to sign in at the reception window. Please let the receptionist know if you have been waiting longer than 30 minutes after you have signed in.

If your insurance provider requires you to get a referral completed prior to seeing a specialist, please contact your primary care physician before making an appointment with us.

In order to provide efficient services to all our patients we are unable to accommodate office walk-ins. We ask that you call our office and we will assist you in setting up an appointment.

If you have a problem that becomes urgent, please call and we will have the nurse assess your symptoms.

There may be times when we ask you to go to the emergency room. We will do this when we feel your symptoms warrant a hospital setting. If you are more than 30 minutes late for your appointment you will need to reschedule. Please bring your appointment card so that we may avoid confusion and conflict.

BRING YOUR MEDICATIONS

Each time you come to the office to see your physician, please bring all of your medications, or a complete, updated list. The list should include the name, dose, and frequency of your medicine. It is important to verify what medications you are taking at each office visit. This request comes through years of experience in caring for patients.

CANCELLATIONS

If you need to cancel your appointment with your doctor or for the lab, please call as early as possible to cancel or reschedule.

LABORATORY TESTING

Our lab is staffed by Physicians Preferred Lab. Please review your insurance requirements regarding where your lab is to be processed. Inform our staff before the lab is ordered. Depending on your insurance coverage you may possibly receive a statement from Physicians Preferred Lab.

We can only draw lab that is ordered by your CCA cardiologist. If you need other lab that is not part of your cardiology screening you must have a lab order from your primary care physician in order for it to be drawn here. Please make an appointment for any lab that is not drawn with your cardiology appointment. Lab orders must accompany any lab appointment. If you must return on another day for fasting lab work, your insurance may charge you another co-pay.

Once the physician reviews your lab you will receive a letter and a copy of your results informing you about routine lab test results. This typically takes 7-10 days. If you have not heard about your test results in two weeks, please call us. Patients with lab test results that require more urgent attention will ordinarily be contacted by phone.

SURGICAL CLEARANCE

If you are to have an operative procedure we would appreciate you informing our nursing staff of the planned procedure. The operating physician may not be aware of certain health care problems or situations that you have and you may require surgical clearance from your Cardiologist. Any surgical

clearance by a CCA Cardiologist will require an appointment for an evaluation prior to the surgery.

MEDICAL INFORMATION

If you are referred here by another doctor, please bring your medical records. This will help your cardiologist better understand your concerns and problems. It will also help prevent duplication of lab and diagnostic studies.

PRESCRIPTION REFILLS

When you need prescription refills, please call your pharmacist. The pharmacist will then call our offices for refill authorization if necessary. Please call 3-5 days prior to needing refills. Check your medicine supply often. If you use a mail order program, please notify us 2 weeks prior to needing a re-supply. We will write out the prescription and mail it to you, or you may pick it up at the office. We will only fax to mail order pharmacies when they send us a faxed request. We do not call in refills to mail-order pharmacies.

HOSPITAL REQUIREMENTS

Many diagnostic tests and lab must be done at the hospital. Please be aware of which hospital your insurance company requires you utilize.

INSURANCE

If your insurance company requires you to get a referral or pre-certification completed prior to diagnostic test please notify our office.

If you change insurance companies, please notify us immediately regardless of when your next appointment is. Please send us a copy of your insurance card.

We are required by your insurance carrier to collect your Co-pay at the time of your office visit. Also, any additional fees not ordinarily covered by your primary and secondary insurance will be due at the time of your visit.

CONTACTING OUR OFFICE

When contacting our office, please understand that we are not allowed to accept messages by e-mail or fax according to new federal privacy regulations.

When you call us with requests for prescription refills, managed care referrals, or about clinical problems, our nurses will often have to call you back. Please leave a number where you can be reached.

If you have a medical emergency, inform the receptionist immediately. One of our nurses will speak with you as quickly as possible. Our physicians are not available to take patient phone calls when they are seeing patients. If you insist on speaking with your physician, it may be after hours or the next day before your call is to be returned. The most effective and efficient means of getting your message to the physician is to discuss your concerns or requests with the phone receptionist or the nurse.