

PLEASE BRING COMPLETED  
PAPERWORK WITH YOU TO  
YOUR APPOINTMENT.  
THANK YOU!  
PLEASE BRING A LIST OF  
YOUR MEDICATIONS.



BAY HEART & VASCULAR

APPT. DAY: \_\_\_\_\_

TIME: \_\_\_\_\_

**WELCOME TO OUR OFFICE**

- OFFICE HOURS:** Calls are taken Monday-Thursday 8:30 to 12:00 and 1:00 to 4:00, Friday 8:30 to 12:00.
- AFTER HOURS:** For emergencies after hours, please call our answering service (989) 891-8981.
- APPOINTMENTS:** If you are unable to keep an appointment, please notify us. If the doctor is held up in an emergency, all efforts will be made to contact you.
- REFERRALS:** Our office works on a referral basis from your primary physician. It is your responsibility to make sure a referral is done by your primary physician. A report will be sent to your physician after evaluation. Please bring with you a **list of your medications**, copies of all testing that has been done pertaining to this problem, **insurance cards**, and a **picture ID**.
- PRESCRIPTIONS:** Any requests for prescription refills should be made Monday-Thursday by calling the office and should be made at least 72 hours before your medication runs out. No prescription refills will be given after office hours or on weekends. Narcotic prescriptions will only be given to recent bypass or valve surgery patients at the discretion of the physician.
- TEST RESULTS:** Patients will be given their test results at the next appointment. However, if you would like to know the results before then, you can call our office. A message will be taken so that the nurse can speak with the doctor. Your call will be returned as soon as we have the information.
- SMOKING:** Smoking is not allowed on the property.
- FEES & INSURANCE:** We participate with most of the insurance companies. It is your responsibility to check with your insurance company and clarify any doubts. **Payment is expected at time of service.** Those without payment at the time of their appointment will be asked to reschedule.
- CONFIDENTIALITY:** For your protection, no records will be released from this office without written and signed authorization.
- RIGHTS:** As a patient, you have a right to know about your condition and be treated appropriately. The physician will explain to you the diagnosis and the plan of treatment. If surgery is required, he/she will explain the alternatives, risks and benefits of treatments, their outcome and the details of the procedure. It is your responsibility that you understand. We encourage you to bring a relative with you and/or ask questions to clarify any aspect that you do not understand.

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TOLL FREE: 1 (877) 4HEART1 or (989) 894-3278

bayheart.org