



## OFFICE POLICIES FOR PATIENTS

In our ongoing effort to provide quality health care in an efficient manner, the following guidelines are offered for your information and use:

1. Appointments are scheduled Monday through Friday. Hours of operation vary depending on office location.
2. Our telephones are answered by live operators Monday through Friday. All calls are routed to the staff member best able to meet your needs. If your call can not be handled immediately, it will be sent to an individual voice mail. It is our office policy that all voice mail messages are answered by the end of each business day.
3. Prescription refill requests must be made directly to your pharmacy. The pharmacy will send the renewal request to our office. Refill requests will be processed within 48 hours of the initial request. Prescriptions are not refilled on weekends or holidays, please try to anticipate your medication refill needs.
4. When you register for your appointment, you will need to update your demographic information (i.e., address, phone number, insurance, etc.) and show us a picture ID and your insurance card. This is for your own protection against fraudulent use of your identity. Please call in any changes to us regarding your personal information so that we can keep your file current. **You will need to arrive 30 minutes prior to your scheduled time to allow enough time for the check-in process. If you are late, your appointment will need to be rescheduled.**
5. If your insurance company requires a referral in order to see a specialist, we ask that you arrange for that referral from your primary care physician. We will work with you in every way we can to try to obtain that referral, but we can't keep your appointment if we do not have it.
6. If your insurance plan requires a co-pay, payment is expected at time of service.
7. If you are unable to keep your appointment, please cancel at least 24 hours before the appointment or it will be considered a "No Show". We charge a fee for missed appointments. If you have questions regarding your appointment, please call your office location below:  
Glastonbury - (860) 659-2439;  
Wallingford - (203) 265-9831;  
All other locations - (860) 522-0604.

### IMPORTANT REMINDER:

**Please bring your insurance card(s), a photo ID and a list of all your medications with you to your appointment.**

Thank you for choosing our practice for your cardiac care and please send us any of your comments and suggestions on how we can make our practice better!

The Physicians & Staff  
Consulting Cardiologists, PC