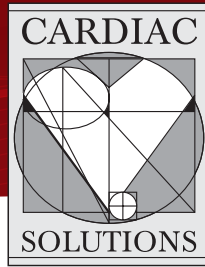


WELCOME TO CARDIAC SOLUTIONS

**CARDIAC SOLUTIONS WILL CONTINUE TO BE
THE LEADER PROVIDING QUALITY CARDIAC CARE,
UTILIZING A PERSONALIZED AND TEAM-ORIENTED
APPROACH WHILE PROMOTING WELLNESS THROUGH
EDUCATION, INNOVATION AND TECHNOLOGY.**



A PERSONALIZED TEAM-ORIENTED APPROACH WHILE PROMOTING WELLNESS THROUGH EDUCATION, INNOVATION AND TECHNOLOGY.

WELCOME TO CARDIAC SOLUTIONS, we are honored to be your Cardiology team. As the leading provider of cardiovascular services for the entire western region of Maricopa County, we are committed to providing you with the very best cardiac care. Cardiac Solutions is a comprehensive team of Cardiologists, Interventional Cardiologists and Electrophysiologists covering all areas of the heart; including but not limited to Arrhythmias, defects and blockages and implantation of devices.

Cardiac Solutions promotes wellness through education and cutting edge technologies. We have several Clinical Programs that focus on management of chronic diseases including an excellent Heart Failure Program that has been recognized for its effectiveness. All our programs are centered on the individual care of each patient and always includes the education of family members and our patients support system.

WHAT CAN I EXPECT DURING MY PHYSICIAN VISITS?

• **TEAM ORIENTATED APPROACH**

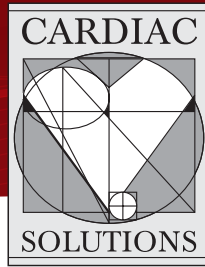
- Front office: Please check in at the front office for your appointment. PLEASE NOTE, CO-PAYS ARE DUE AT THE TIME OF VISIT.
- Clinical Check-in: Medical Assistants will bring you back to start your appointment by updating your medications, allergies, obtaining your blood pressure, weight, and EKG if necessary.
- Roomer: Once an exam room is available, a Medical Assistant will escort you to the room to see your Physician.
- Advance Practice Providers: Some of our physicians work alongside Physician Assistant's and Nurse Practitioners to gather patient health information and collaborate regarding your treatment plan. You will always be seen by the physician also at each visit.
- Scribes: Your physician might use a medical scribe to document in your medical records while the physician focuses on developing your treatment plan.
- Physician: Your physician will review your medical records and discuss a plan of care with you addressing your cardiac health.

• **ITEMS TO BRING TO ALL VISITS**

- Current insurance card
- Co-pays, co-insurance, and balances are due at the time of visit
- List of all medications you are taking including supplements

• **AFTER YOUR VISIT YOU CAN EXPECT**

- You'll receive an e-mail survey asking you about your experience at our office. Please let us know how we can continue to provide you with exceptional care. We also encourage you to complete a patient comment card found throughout the office to provide additional feedback.
- You'll receive an appointment reminder via email 10 days prior as well as a call 2 days prior to your next scheduled visit. If your appointment is not confirmed, you may receive a text message confirmation.



HOSPITAL VISITS AND POST HOSPITAL VISITS

- If you present to the hospital with any cardiac concerns, let the hospital team know that Cardiac Solutions is your cardiac care provider.
- If you are hospitalized at a facility where we provide coverage - your care plan will be developed with the same Cardiologist that you see in the office whenever possible.
- You will be called by our office to schedule an appointment within 0-3 days after your release from the hospital to see your Cardiac Solutions provider to develop your transition plan.

CONTACTING US

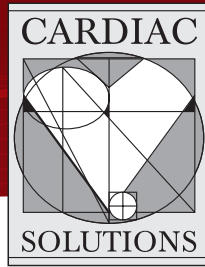
- **623-876-8816:** Our staff is available by phone from 7:30am-4:30pm Monday - Friday. We have an after-hours answering service that will dispatch our on-call physician for cardiac emergencies. Our 3 office locations across the valley are open from Monday-Friday from 7am-5pm to serve you and your cardiac care needs. PLEASE REMEMBER TO DIRECT YOUR NON-CARDIAC NEEDS TO YOUR PRIMARY CARE PHYSICIAN
- **PATIENT PORTAL:** When you register for the portal, you can contact us at anytime from anywhere by messaging us securely (see back cover for our Patient Portal flyer). You can also use the portal for:
 1. Billing: Paying your statements online using bill-pay
 2. Medical: Message our medical staff about refilling medications, concerns about symptoms you are having or anything you are needing clarification on from your physician. All messages will be replied to by the end of the business day. ****IF YOU ARE HAVING A MEDICAL EMERGENCY, DO NOT MESSAGE US, PLEASE CALL 911.**
 3. Scheduling: You can message our friendly scheduling staff if you are wanting to schedule, reschedule or cancel any appointments.

VISIT OUR WEBSITE

When you visit the Cardiac Solutions website, you will have access to information about our organization, our providers, and on the latest topics in Cardiology. You can also access and download patient forms as well as visit your personalized patient portal.

You can find us on Social Media: Follow us on Facebook! To stay connected with Cardiac Solutions, we encourage you to like and follow us on social media. We will share information about our organization, educational topics, and even share different events that your Cardiologist may be presenting at. Be sure to leave us a review!

**THANK YOU FOR CHOOSING CARDIAC SOLUTIONS
TO PARTICIPATE IN YOUR CARDIAC HEALTH!**



PATIENT PORTAL

Access your health information through our secure patient portal anywhere at any time. You will be able to manage your health information online and on the go. We support our patients having access to their health information. Beyond the Patient Portal, we have also enabled the ability for mobile apps to provide you access to your health information in a safe and secure way. However, we are unaware of any apps that have been configured to connect to our system at this time. Our website, cardiacsolutions.net, will be updated when we become aware of any apps that you can use to access your health information.

GET 24/7 ONLINE ACCESS FROM ANY COMPUTER, SMARTPHONE OR TABLET!



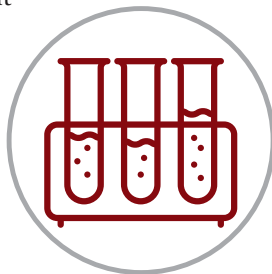
Request and access medical records and patient health information



Send RX refill requests



Send secure messages to your cardiology team about medical questions or to request an appointment



View test and lab result information



Pay your bills online

GETTING STARTED IS EASY AS 1..2..3..!

1. Provide an email address to Front Office or Scheduling Department
2. We send an email link providing you access to register
3. Click the link and register your email password

If you are experiencing issues with accessing your patient portal, please contact our Medical Records team at **623-876-8816** Opt 9

PLAZA DEL RIO
13460 N. 94th Dr. #J-1
Peoria, AZ 85381

DEL WEBB MEDICAL
14420 W. Meeker Blvd. #A-305
Sun City West, AZ. 85375

TALAVI CORPORATE CENTER
5651 Talavi Blvd. #160
Glendale, AZ. 85306