

# CAMP LOWELL CARDIOLOGY

Fall 2022  
Issue 4

## Get the Most Out of Your Visit

### COME PREPARED

**New Patients:** As a new patient, the intake process takes a little more time, so for your first visit please come 30 minutes early so we can ensure you're checked-in and seen on time. Bring in your initial paperwork signed and completed.

**Established Patients:** The goal is to have you in a room at the start of your appointment time. Please arrive 15 minutes prior to your visit, so you can be checked-in on time. You may be asked to sign annual paperwork.

### **All Patients, New & Established:**

Have your COVID vaccine card handy, if you are not vaccinated that's okay. Simply bring a negative COVID test taken within 48 hours of your scheduled visit. Failure to bring this documentation can result in cancellation or rescheduling of your appointment. Bring in your ID, insurance card, and list of medications. Be prepared to pay your co-pay should you have one.

### BE HONEST WITH YOUR PROVIDER

Your provider is a professional and they will not judge you for your lifestyle choices or health practices. Please make sure to share if you smoke, drink coffee and/or alcohol, don't comply with your treatment, or abide by your exercise program. It's also important to let your provider know if you feel unsafe in any way. The more your provider knows, the better they can treat you!

### ASK PLENTY OF QUESTIONS

No matter if you are new or established, we encourage you to ask questions! Our providers have years of experience and knowledge and can explain all that is necessary to help you with your care. Never be afraid to inform your provider that you don't understand what they are trying to explain. Sometimes there is a lot of information given to you, and it's okay to ask them to slow down and explain it again.

### QUESTIONS OR CONCERNS

### *PLEASE LET US KNOW*

**Billing Questions**  
Ask for our Billing  
Manger or Specialist.

**Concerns of Care  
or Office Policies**  
Please ask for the  
Practice Manger.

Address: 4790 E. Camp Lowell Drive, Tucson, AZ 85712

Phone: 520-319-5922, Fax 520-319-6128

Hours: Mon-Th 8AM-5PM, Fri 8AM-330PM

Website: <https://www.campowellhearts.com/>

## **TRY TO RELAX!**

Many patients can experience some jitters in anticipation of meeting their scheduled appointment. Stress and anxiety do not help your heart. For some people, arranging for transportation and traveling, taking time off work, or moving their schedule around, can cause a level of stress. Do your best to plan ahead to make time for the unknown, such as heavy traffic, long waits for rides, having to sign additional paperwork, and gathering all your required documentation for your visit. You may also want to bring a list of any symptoms you have been experiencing, so you'll be less likely to forget something you want to mention. If you have a companion with you, that's great! They may be able to help you ask questions and fill out paperwork.

### **OTHER CONSIDERATIONS FOR YOUR VISIT**

- If you are feeling symptoms of cough, fever, sore throat, or body aches, please stay home. Your appointment can be rescheduled or switched to a telemedicine visit.
- Patient visitors are permitted. We allow no more than 2 visitors to accompany you in the waiting room and a patient room. Be advised that non-vaccinated visitors must stay in the waiting room.
- At the time of your scheduled appointment, you should be roomed and ready to see the provider. To see you timely, it is expected you arrive early. General office visits should arrive 15 minutes early, treadmill visits 20 minutes early, and new patients 30 minutes early. We understand that life can sometimes get in the way. Should things hinder you from arriving on time, call the office and we will be happy to reschedule you. If you do not arrive on time, this is considered a missed appointment.
- Frequently missed appointments can be burdensome on your care, and the care of others. Please be mindful of this and do your best to make your appointments. Frequently missed appointments can result in discharge from the practice.
- We want to honor your preference for communication. As a courtesy, we send out automatic reminders via text message, email, and/or phone call one week and 48 hours before your visit. Should you want to update how you are reminded of your appointments please speak to the front office.
- Although COVID has waned, our office is still cautious and we do our best to protect staff and patients, especially those who are immunocompromised. Please be advised our COVID policy is still in effect. Mask wearing is required for all visitors while in office. Proof of COVID vaccination and any updated vaccinations will be requested. A negative COVID test within 48 hours of a visit is required for all non-vaccinated patients.