

CAMP LOWELL CARDIOLOGY NEWSLETTER



Happy New Year!

This newsletter was created for our patients at Camp Lowell Cardiology (CLC). We get a lot of questions and thought this would be a great way to communicate to everyone how we operate. No major changes here but we get enough questions that it seems a good time to give an overview of our policies and procedures.

The office set up is a result of a process that is constantly evaluated and has evolved over the last 25 years. We will never be perfect but we do try our best. CLC is a busy cardiology practice with many working parts. A lot of effort is required for smooth day to day operations. We hope you find this newsletter helpful and informative.

Sincerely, Dr. Goldberg & Team CLC

Issue 1

Volume 1 2022

Hours of Operation

Monday-Thursday

07:00-5:00pm
(phones are
answered from
08:15-4:45)

Friday

07:00-3:00pm
(phones are
answered 08:15-
3:00)

Main number:

520-319-5922

Fax number:

520-319-6128

Address:

4790 E. Camp
Lowell Drive
Tucson, AZ.
85712

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What We Expect of our Patients

- We try to run on time and are reasonably successful. Please arrive 15 minutes early so you can be **ready for your provider** at the time of your appointment.
- Please bring a current medication list with you to every visit. Our Medical Assistants are required to ask you at **every** visit about medications, history and get your weight/vital signs. If you have labs drawn we did not order, please provide us a copy as soon as possible.
- If you have a question/concern that cannot wait until your next visit, you can call your provider and leave a message. Calls are returned within (1) business day.
- If your issue requires more than a simple response, you will be asked to schedule an office visit. Providing extensive medical care on a brief phone call is not optimal. The patient portal is a preferred way to communicate simple questions/concerns. The front-office staff can help you learn how to connect.
- There is always a Provider on-call after hours for urgent issues. This service is for urgent/emergent cardiac problems. For example, if you have a symptom and are trying to decide if you need to go to the ER, we will advise you. If you have on-going chest pain or trouble breathing, go to ER. Non-emergent issues should wait until office is open.
- We **do not** see walk-in appointments. Please call if you have a cardiac symptom and we will advise if an appointment is needed or if you should go to an ER.
- We strive to accommodate urgent appointments that are needed for cardiac symptoms or hospital follow up. Our goal is for you to see the same Practitioner that you have seen before but is based on availability.
- Appointment slots are in high demand. Please cancel ASAP if you need to change your date/time. There is a charge for no-show or same-day cancellations.
- Please bring your up to date insurance information, ID, and COVID vaccine documentation to every visit and be prepared to pay co-pay if required by insurance.

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OUR PROVIDERS

Dr. Goldberg MD

Started this practice in 1994. He has over 30 years experience as a Cardiologist.

Jessica Hoffman– ANP

Has 30 years in the medical field with 25 years right here at CLC.

Marivic Ashcroft– FNP

Has 20 years in the medical field with just over 4 years here with CLC.

Jackie Kieft– FNP

Has over 20 years in the medical field with a focus in Cardiology, coming up on a year with CLC.

Go to:

www.CampLowellhearts.com to learn more about our providers and practice.

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Operations During COVID-19

- ♦ All patients regardless of vaccination status need to wear masks during entire visit.
- ♦ We are increasing tele-medicine visits again, short-term while cases are on the rise. You must have a smart phone or computer and insurance co-pays still apply. If you would like to switch your visit please call office.
- ♦ If you are not vaccinated you will be required to show proof of a negative COVID test within 48 hours of office visit.
- ♦ We have several safety and cleaning measures in place we adhere to daily and all of our staff wear masks.

What you Can Expect of Us

- We see 65-75 patients a day & work as a team and collaborate about **all aspects** of your care.
- Your visit will be scheduled with Dr. Goldberg, a Nurse Practitioner (NP) or a "Dual Visit". The provider will decide how to schedule follow-up. Regardless of how it is scheduled Dr. Goldberg is always available if needed.
- The "Dual Visit" is becoming more common due to positive feedback from patients. At this type of visit, you will primarily see the Nurse Practitioner but Dr. Goldberg will also come into the room and be part of the visit.
- Dr. Goldberg interprets all studies including echoes, carotid ultrasounds, treadmills and nuclear perfusion tests. He reviews your chart and the results of any previous testing. He is in constant communication with the echo sonographers and nuclear technicians. The technique of the study is essential to get accurate and necessary information.
- When a provider comes into your room, they have "done their homework" by reviewing all relevant information. Studies are reviewed & discussed between Dr. Goldberg and the Nurse Practitioners prior to your visit.
- We strive to not move/re-schedule your appointment but this has occurred more than we like over the past year...we are working on this. Please keep in mind that if you are asked to change your time it may be because we have to accommodate for urgent patients or the provider is unavailable unexpectedly.
- After every visit a letter is sent to your PCP or referring physician. The letter is a summary of your visit including any cardiac findings or recommendations for testing/changes in medications.
- If you are referred for coronary angiography, placement of cardiac device, ablation or surgery, Dr. Goldberg speaks to the specialist personally.
- The providers at CLC do not provide hospital care but are always available to give patient history and speak with hospital staff as requested.