



PRACTICE POLICY AND CONSENT

At Lone Star Cardiovascular Institute, our goal is to empower you with the knowledge and tools to maintain a strong, healthy, and controllable heart for life. We utilize state-of-the-art transthoracic echocardiography, vascular imaging, and nuclear medicine to assess heart performance with precision, management for continued monitoring, programming, and maintenance of implanted cardiac devices to ensure optimal function and meet each patient's unique cardiac needs.

Scheduling Your Appointment

To schedule your appointment, or if you must cancel an appointment, please call (682) 428-7711. Please listen carefully to the options provided.

Your appointment may include one or more diagnostic tests used to determine how your heart is functioning. Due to the comprehensive exam that will be done, and the possible need for diagnostic testing, you should wear comfortable clothing and shoes. Additionally, to help our team develop a treatment plan that is best for you, it is necessary that you bring all your current medications with you every visit.

Your Appointment

On the day of your appointment, please:

- Be prepared to pay for your copay and any patient balance on your account
- Have your insurance card and ID available to copy into your chart
- Bring all medications that you are currently taking
- Wear comfortable clothing and walking shoes
- Bring studies or reports performed by your referring physician
- If you would like a chaperone for your visit, please notify our front desk team

Timeliness of Appointments

We try to see everyone in a timely manner but if we are taking too long, please let our receptionist know so we can best serve your needs and reschedule you if necessary.

On occasion, Dr. James may be requested to attend an unscheduled emergency away from the office due to his level of expertise and skill. If this should occur during your appointment, every effort will be made to accommodate your needs. Depending upon the nature of the emergency, you may be asked to wait for Dr. James to return. Otherwise, we may ask to reschedule your appointment for another day or to see his nurse practitioner, Jennifer Becerra.

Payment Policy

Please understand that payment for services is an important part of the provider-patient relationship. If you do not have insurance, proof of insurance or participate in a plan that will not honor an assignment of insurance benefits, payment for services will be due at the time of service unless a payment arrangement has been approved in advance. **No-show fees will be assessed for the following appointment types: Office Visit = \$25.00 | Diagnostic Study = \$50.00 | Nuclear Study = \$200.00.**

It is your responsibility to provide all necessary insurance eligibility, identification, authorization and referral information and to notify our office of any information changes when they occur. A pre-authorization of services does not guarantee payment from your insurance carrier. It is the patient's responsibility to know if our office is participating or non-participating with their insurance plan. Failure to provide all required information may necessitate patient payment for all charges. When insurance is involved, we are contractually obligated to collect co-payments, co-insurance and deductibles, as outlined by your insurance carrier. We currently do not offer payment plans, but we work with our patients on a one-on-one basis should financial issues arise.

Date: _____

Patient: _____
Signature of patient or responsible party

Printed name of patient or responsible party (relationship if not self)