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**For Appointments Call
210-614-6391**

OFFICE LOCATIONS

Alamo Heart Associates, P.A.
7726 Louis Pasteur
San Antonio, TX 78229

Methodist Specialty Clinic
128 W. Bandera, Suite 3
Boerne, TX 78006

Nix Health Care System
414 Navarro St. Suite 909
San Antonio, TX 78205

To Our Patients

This pamphlet will introduce you to the services and policies of Alamo Heart Associates, P.A. We believe that the best patient-doctor relationship is

a result of mutual regard and understanding. Please read this pamphlet carefully and then keep it for easy reference. If you have any questions about the care you receive from Alamo Heart, please feel free to ask our staff.

Our Philosophy

Alamo Heart provides Diagnostic, Preventive and Interventional Treatment of cardiovascular diseases. The physicians and staff combine to create a professional, accessible, and caring treatment team. Quality, personalized treatment is provided to all patients in an atmosphere that is conducive to the return to good health.

Services

Alamo Heart Associates offers a complete range of cardiovascular care for our patients. The scope of this practice includes both non-invasive cardiology (including among other modalities: preventive health, risk assessments for cardiovascular disease, nuclear imaging, etc.) and invasive cardiology (including, among other modalities: cardiac catheterization, peripheral vascular procedures, angioplasty, pacemaker insertions, etc.).

We also provide for assessment of congenital and adult heart murmurs and vascular disease with echocardiographic and doppler testing. We are equipped to perform nuclear diagnostic testing for evaluation of heart pump function and flow characteristics of the arteries and the heart.



Preventive Services

We recognize that insulin resistance (Pre-Diabetes) and Diabetes are a particular problem in the San Antonio region. These two conditions

are strongly related to the future development of heart disease and are sometimes difficult to diagnose and manage. Our physicians are skilled in the diagnosis of insulin resistance and the myriad of dietary and exercise interventions that have been proved to prevent heart disease in this population.

In Office Diagnostic Testing

The in-office diagnostic testing facilities enable us to obtain necessary diagnostic information to assist in the diagnosis and treatment of your medical condition(s). We are equipped to provide in-house cholesterol, PT/INR and Hemoglobin A1-C testing as well as EKGs and other specialized tests to assist with the diagnosis and treatment of cardiovascular conditions. Many of these procedures require special equipment or supplies. Therefore, we request that you make every effort to keep your appointments. Should you need to reschedule a testing procedure we require 48 hours advance notice. Cancellations with shorter notice may result in your account being billed for any special supplies that were ordered.

Holter Monitor (24-72 hour ECG): A device that measures and records heart rhythm over 1-3 days. This test is commonly performed to evaluate symptoms of palpitations and elevated heart rate.

Echocardiography uses sound waves to create a moving picture of the heart at work. The test can measure the pumping ability of the heart and identify other problems that may increase a person's risk for dangerous arrhythmias.

Electrocardiography (ECG), a simple, painless test that detects and records the electrical activity of the heart. If the arrhythmia comes and goes, it may not be detected during a single ECG. In

these cases, an ECG may be recorded over time with devices called ambulatory monitors. These include Holter monitors, event recorders and loop recorders. ECGs also may be performed while the patient is exercising (a stress test) to assess how well the heart functions when the body's demand for oxygen increases

Exercise ECG or Stress Test: A graphical recording of the heart's rhythm during exertion. The exertion may be created using a treadmill machine or by using medications that mimic exercise. This test helps evaluate whether exercise can create an arrhythmia or make it worse. Or, it can show if there may not be enough blood flowing to the heart.

Tilt Table Test: Used to determine the causes of fainting (syncope) and whether it is related to life-threatening disorders of the heart's electrical system.

Your Visit

If this is your first visit to Alamo Heart Associates, P.A. we request that you arrive at the office Thirty-Minutes (30) before your scheduled appointment time to complete the necessary paperwork. **Please bring your insurance card, your referral (if appropriate), all medications (in their bottles) and any papers your primary doctor may have asked you to bring for the appointment.**

Office Hours and Appointments

Our offices are open from 8:30 A.M. to 5:00 P.M., Monday through Friday. Phone lines are transferred from 12:00 P.M. until 1:30 P.M. for lunch. You can call (210) 614-6391 during office hours to request information or to schedule an appointment.

Prescription Refills

Prescription refills are called into pharmacies at the end of each workday. Each patient's chart must be reviewed before refills are called into the pharmacies. Please instruct your pharmacy to fax in refill requests before 5:00 P.M. Some Requests may take up to 48 hours to process.

Fees and Payments

Many patients have medical insurance. Alamo Heart will submit claims as a service to our patients. It is the responsibility of each patient to insure that payment for services rendered in received by Alamo Heart. Patients are required to pay all co-payments and deductibles at the time services are rendered. Any additional payments, if appropriate are required at the conclusion of each visit. We do ask that you make us aware of any financial limitations you may be experiencing so we can work with you.

Cash, Checks, VISA, MasterCard and Discover are accepted for you convenience.

Insurance Billing - Authorizations and Referrals

Most patients are referred to Alamo Heart for treatment by their primary care physician. Certain insurances require referrals and/or authorizations from primary care physicians before treatment can be initiated by our group. Insurance plans are contracts between patients and their respective insurance plans. It is the responsibility of each patient to obtain authorizations/referrals before seeking specialist care.

As a service to our patients we file primary and secondary insurance claims. It is the responsibility of each patient to provide us with accurate information on their insurance coverage. Please notify us immediately if you change insurance plans or primary care physicians.

Health Insurance Plan Participation

Alamo Heart participates in a variety of health insurance plans including Medicare and Medicaid. A list of many of these plans has been included in this brochure. Insurance plans are constantly changing their provider lists. For this reason, at the time your appointment is made, you may wish to verify our participation in your health plan.

Hospital Participation

Our physicians are credentialed at most area hospitals. Please check with our office if you insurance requires or you desire to be treated at a specific hospital.

Billing and Insurance Inquiries

You may request any information pertaining to billing or insurance by calling (210) 614-6391 Monday through Friday between 8:30 a.m. and 5:00 p.m.

Billing Compliance

The Alamo Heart Associates, PA. strives to accurately charge for all services rendered. If you believe that an error has been made in our billing please contact us and our Billing Compliance Officer will investigate and resolve any questions.

H.I.P.A.A. Compliance

Alamo Heart Associates posts information concerning H.I.P.A.A. compliance in its lobby. This information is available to all patients upon request. Requests concerning H.I.P.A.A. compliance should be directed to the Clinic Compliance Officer.