



CARDIOVASCULAR
SOLUTIONS
INSTITUTE

Gino Sedillo, MD, FACC, FACP

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OFFICE POLICIES

Office Hours: Monday-Thursday 8AM to 4:30PM, Friday 8AM to 3PM. The Doctor on call after office hours is available only for urgent medical issues. In the event of an emergency, you should call 911 or go to the nearest hospital.

Appointments: Please inform our front office staff of any changes of insurance, phone number, or address. If you are unable to keep your scheduled appointment, please call our office no less than 24 hours in advance to reschedule or cancel. If you miss an appointment, and do not call to cancel, you may be dismissed from the practice. If you are more than 10 minutes late for an appointment, you may be asked to reschedule.

Telephone/Online Messages: Non-urgent messages will be returned by the end of the day. If you have an urgent problem, please speak with a nurse (do NOT leave a message). Please allow up to 48 hours to process prescription refill requests. Disability and other insurance forms may take 1 week for completion.

Medical Records: Medical records will be released to you with a signed request. The charge is \$0.25 per page with a maximum charge of \$10.00.

Financial Policies: Co-pays, deductibles, coinsurance, and any outstanding balance are due at the time of service. Any financial hardship or payment plans must be addressed prior to the appointment. Please make sure any required authorizations and/or referrals are obtained prior to your appointment.

Overdue Balances: By default, patient accounts are flagged for collections when all of the following criteria are met:

- 10 days since the last patient statement was mailed.
- At least 3 statements have been mailed to the patient.
- The minimum balance is more the \$4.99.