



Frequently Asked Questions

What are your regular office hours?

- Our office hours are 8AM – 5PM, Monday through Friday. For after hour emergencies, please call Medical Exchange at (512) 458-1121.

What should I do if I need to change/reschedule or missed my appointment?

- We ask that you notify us during regular office hours (8AM – 5PM, Monday through Friday). Call (512) 807-3150 and choose option 5.

I am scheduled for a hospital procedure in the near future. Who do I contact to answer my questions?

- Call (512) 807-3150 and choose option 7 to speak with your physician's procedure scheduler. Procedure schedulers will provide information regarding the date, time and location of your procedure.
- Call (512) 807-3150 and choose option 6 to speak with a nurse, who will review your medication instructions prior to your procedure.
- Call (512) 807-3150 and choose option 9 to speak with our insurance verification and eligibility department. This department will go over the physician coverage details regarding your upcoming procedure. You will also receive a phone call from the hospital approximately 1-3 days prior to your procedure to review your financial responsibility to the hospital.

Will my insurance cover the services?

- Each insurance plan is very different; therefore, we recommend that you contact your specific insurance plan to find out if the services are covered. If the services are not covered, we can work with you to develop a payment plan. For insurance verifications and updates, you may call (512) 206-4393 or call (512) 807-3150 and choose option 9.

I received a bill and have questions about it. Who can I call for assistance?

- Our billing department is ready to help you Monday-Friday, 8am-5pm. Please call (512) 206-4300 and choose option 1 to speak with someone.

When will I receive my diagnostic testing results (e.g. Echocardiogram, TEE, and CT Scan)?

- Diagnostic testing is ordered for various reasons. Please call (512) 807-3150, press option 6, and choose the extension for your physician's nurse. Your physician's nurse will be able to review the results of testing with you after the physician relays those results to her.

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How do I get a refill on my prescription?

- If you need a prescription refilled, please have your pharmacy fax your request to (512) 458-7879. You may also call (512) 807-3150. Choose option 0 and dial extension 1852.

Why am I required to be on remote monitoring?

- Your physician has ordered interim monitoring of your device for safe practice and better outcomes in regards to the function of your device and overall monitoring of your cardiac rhythm between office visits.

How does my monitor work?

- Your monitor function is based on the brand of your monitor and the type of device you have implanted. Some monitors are wireless and others are not. Please review with our clinic if you have questions about what type of monitor you have.