

Thank you for scheduling an appointment at Metropolitan Heart and Vascular Institute. We look forward to meeting you.

Measures we have taken to ensure your safety:

* Patients and staff will wear a mask, which can be provided for you
* Appropriate social distancing within the clinic
* Hand sanitizers available within the clinic area
* Increased disinfecting of high touch areas
* Visitor limitations according to policy at Allina and MHVI

**What to Expect:** At your first appointment with us we will be gathering information regarding your previous care and your current situation and/or symptoms. We may not be doing any testing that day. The physician will determine if there is any testing you may need and schedule accordingly.

**Scheduling and Punctuality:** We ask that you arrive to our office to check in 15 minutes prior to your appointment time. We do our best to stay on time, however from time to time, a patient emergency arises and we may be running late for your visit. If this occurs, you will have the option to reschedule. If you are more than 15 minutes late for your appointment, we may ask you to reschedule.

We understand circumstances may arise which make it impossible for you to keep your scheduled appointment. The earlier you let us know, the more likely we can offer your scheduled time to another patient. To cancel or reschedule please call **763-427-9980**.

**Medical Records:** It is very important that we have information regarding your past medical and cardiac care. This includes any procedures, surgeries, labs, EKGs, imaging studies or office visits. We request any films be sent on CD-ROM. If you are an Allina Health patient, your records are available to us through your electronic medical record. If you are not an Allina Health patient, please arrange to have your records sent to us via fax at **763-427-0904**.

**In addition, we would like you to fill out the Health Information Worksheet, Family History Worksheet and Medication List which we’ve enclosed. Please complete these forms to the best of your knowledge and bring them to your appointment.**

**Insurance:** Please bring your current insurance card(s) with you to your appointment. If your insurance plan requires a co-pay, it will be due at the time of service. If your insurance plan requires a referral, you are responsible for obtaining this referral from your primary care provider/clinic prior to your appointment.

If you have any further questions or believe you will be unable to get the requested information, please call our office at **763-427-9980** and we will be happy to assist you.

We are looking forward to meeting with you and assisting in your cardiac care.

Thank you,

**Metropolitan Heart and Vascular Institute**