



Northside Hospital Cardiovascular Care
980 Johnson Ferry Road, Suite 520
Atlanta, GA 30342
404-303-3320 – Office
404-303-3464 – Fax

Dear New Patient,

Welcome to our office! We are pleased that you have chosen Northside Hospital and this office. This letter is to introduce you to our office policies and practice mission.

To speed up your check-in process, please complete new patient forms prior to your arrival and bring them to your appointment. Also, please arrive 15 minutes before your scheduled appointment time. These two actions help us to see you at your scheduled time and keep the office running on time.

HOURS: Office hours are Monday through Friday, 8:00 a.m. – 5:00 p.m. If you need to reach us after hours or on the weekends, please call our main office number, 404-303-3320.

APPOINTMENTS: Please arrive 15 minutes before your scheduled appointment. If you are unable to keep your appointment, please give us 24 hours notice so we can use that appointment time for someone with urgent needs. We respect the value of your time and will make every effort to honor your appointment time. We do ask for patience during unforeseen delays secondary to emergencies or complex medical issues.

WHAT TO BRING TO YOUR FIRST VISIT: Please bring your completed paperwork (new patient evaluation, communication authorization, notice of privacy practices, authorization for medical records release), all of the medicines you are currently taking, your insurance information, and picture I.D.

MEDICAL RECORDS: Good communication with other physicians who care for you is essential for complete and high quality medical care. If you have been seen by a cardiologist or had any cardiac tests recently, please notify our office so records can be requested prior to your visit. You can request your medical records from your other physicians to be faxed ahead of time to our fax line, at 404-303-3464. Also, if you have a primary care physician, a physician that referred you to this office, or any other physician to whom you would like us to send your records, please make us aware of that at the time of your visit.

REFILLS: If you need a refill on medication, please leave a message at 404-303-3320. We will honor your request within 24 hours. Please note that a number of cardiac medications require monitoring with blood work. Most refill requests will require blood work within 6 – 12 months.

HOSPITALS: The hospitals that Dr. Champney, Dr. Padove and Dr. Bergh use are Northside Hospital-Atlanta and St. Joseph's Hospital. If you are admitted to another facility, have your provider notify us so records can be sent and follow-up appointments after discharge can be arranged.

BILLING: Please discuss your specific policy benefits with your carrier so that your financial obligation is explained clearly to you before your visit. The billing for our services is done by Northside Hospital billing department. If you have questions regarding your bill, please call customer service at 678-223-7928.

MISSION STATEMENT: The mission of Northside Cardiovascular Care is to provide quality, comprehensive, and compassionate cardiovascular care and promote health and wellness for our patients, their families, and the community we serve. To fulfill this mission, we commit ourselves to:

- Providing a lifetime of excellent and current cardiovascular care through dedication to evidence-based medicine
- Treat each patient with respect, empathy, and professionalism
- Optimize each patient's potential for the highest quality of life
- Support healthy lifestyle choices for each patient and their families with hopes of preventing cardiovascular disease in our children and grandchildren
- Balance advances in technology and testing with clinical appropriateness, cost, risk, and benefit
- Develop a lifelong relationship of trust, respect, and compassion

FAMILY WELLNESS: The best medicine for cardiovascular disease is prevention. We encourage you to make healthy lifestyle choices in regards to diet, physical activity, daily habits such as tobacco, alcohol use, and stress management. Clinical studies have shown that patients are more successful at maintaining healthy goals such as improved nutrition, smoking cessation, or increased physical activity if they are carried out with a spouse or other family member. Please share your health improvements with your friends and family. This increases your chances for success and improves the health of others you care about. If you have questions on how to improve your family's health, please discuss them with Dr. Champney, Dr. Padove and Dr. Bergh.

We appreciate your confidence and look forward to meeting with you!

Kimberly P. Champney, MD, MSCR

Lee B. Padove, MD, FACC

Mary E. Bergh, MD