

Frequently Asked Questions

Scheduling an Appointment

We are available to take your calls during normal business hours Monday through Friday from 8:00am to 5:00pm at (877) 430-7337.

- **What number do I call to schedule an appointment with a PCA cardiologist?**
Please dial (877) 430-7337 and press 2 to be directed to a Patient Care Coordinator (PCC) to schedule your appointment.
- **Will you call me to schedule my appointment?**
Yes, our centralized scheduling team will call you to schedule your appointments. We also ask you to save our number in your phone to ensure you *do not miss a call* from our Patient Care Coordinator trying to schedule your upcoming appointment (877-430-7337).
- **Will I be reminded of my upcoming appointment?**
Yes, we have an automated appointment reminder system that will contact you via phone call, text message or email **four business days** prior to your scheduled appointment. If you would like to change or update your appointment reminder contact method please inform us at your next appointment.
- **Do you have a cancelation policy if I cannot make my scheduled appointment?**
Yes, if you are unable to make your appointment due to a bona-fide emergency no cancellation fee will apply provided you provide written documentation or proof of the emergency. In all other instances a **\$50.00** no show/cancellation fee will be charged, without exception, for un-kept appointments not canceled **48 hours before** the scheduled appointment time.

- **If it has been more than 3 years since I have seen a PCA physician, am I considered a new patient?**

Yes, but we will schedule you with the same cardiologist to continue your care but new/updated information will need to be completed so please come 30 minutes early for your appointment.

- **Can I complete my initial appointment paperwork online?**

You may print the Patient Packet from our website and complete the packet prior to arriving at our office. The Patient Packet may be found on the Patient Resources Tab of our website.

- **What insurance do we accept?**

PCA accepts all insurance but is not contracted with all health plans. This means that you may need an authorization depending on your insurance.

- **If I have PPO insurance and I need testing done, do I need a referral?**

If a PCA cardiologist is ordering your test we will request the authorization for you (no action required from patient). However, if your primary care physician is ordering a nuclear test or echocardiogram an authorization is needed.

- **What languages do PCA physicians and support staff speak?**

Our physician speak Spanish, Hindu, Farsi, French, Taglog, Arabic, Vietnamese, Mandarin and Taiwanese. In general it's always best to bring a family or friend who can serve as a translator.

- **Who do I call for a translator?**

Please call your insurance for a translator.