

Frequently Asked Questions

Clinical Questions

*We are available to take your calls during normal business hours
Monday through Friday from 8:00am to 5:00pm.*

- **How do I contact my physicians' nurse?**

Please call (877) 430-7337 and dial 3 to be connected to the nurse hotline. Messages left on the nurse hotline voicemail are checked throughout the day.

You may also send a message to your physicians nurse through Patient Portal. Messages sent through Patient Portal are checked daily.

- **How do I contact my Coumadin RN?**

Please dial (949) 325-0730 to be connected to the Anticoagulation Clinic.

- **Will I receive a call with my lab/test results?**

Yes, you will receive a call from your cardiologist or their nurse regarding your Lab/test results. Please allow 5-7 business days (depending on the test) for your cardiologist to read your test and provide you with your results.

All lab results will automatically populate in your Patient Portal 24 hours after your cardiologist signed off on your results. If you would like your testing results please message your cardiologist in Patient Portal and we will post your results of your recent test in your Patient Portal Account.

If you have not received a call within 5-7 business days please call (877) 430-7337 and dial 3 to be connected to the nurse hotline.

- **How do I request a prescription refill?**

You may request a prescription refill by calling (877) 430-7337 and dial 3 to be connected to the nurse hotline **OR** you may request a prescription refill via the Patient Portal. Please be advised that California Health Code Law does not permit

your cardiologist to refill prescriptions if you have not had a follow-up appointment for over a year.

- **What if I cannot take my child (minor) to their appointment?**

Please provide PCA with the **Authorization for Third Party to Consent to Treatment of Minor Lacking Capacity to Consent** prior or at the time of your child's appointment. This form can be found on our website by clicking the Patient Resources tab and scrolling down to the Patient Packet section.

- **Should I fill out the Patient Packet prior to my scheduled appointment?**

Yes, you may find the Patient Packet on the Patient Resource tab on our website.

- **How can I get a copy of my medical records?**

You may call our office at (877) 430-7337 and press option 3 to speak to your physicians nurse.

Or you may also complete the Medical Records Release Form (found on our website) and fax it to our clinic.

Clinic Fax Numbers:

- ❖ Laguna Hills/San Clemente: 949-837-8154
- ❖ Orange: 714-602-2235
- ❖ Anaheim: 714-956-4351
- ❖ Long Beach/Torrance: 877-430-7376