

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.