Today's medical advances have made it possible for patients in good health to have a non-emergency procedure and return home the same day. For appropriate patients and procedures, this can be accomplished with minimum interruption and at a significant cost savings over inpatient care.

The following information should answer many questions you may have about Karing Hearts Cardiology Heart and Vascular Center and will help prepare you for your procedure. If not, please call us at 423-850-0776. Our staff is dedicated to making your visit as worry-free as possible.

Wi-Fi is available.

It is our goal to deliver your care to you as timely as possible. There are many possible reasons for delays well beyond our control, including emergencies. We will communicate as openly as we can regarding delays but ask for your understanding as we do the right thing for each of our patients. Thank you for allowing us to care for you or your loved one.

PREPARING FOR YOUR PROCEDURE

You and your provider have decided that you need a procedure. You will be given information to take home and read. You will also be given instructions to follow. If you need assistance, or have any questions, our staff is always available to help. After your appointment, you will be notified of your procedure date and time.

INSTRUCTIONS

A nurse from Karing Hearts Cardiology Heart and Vascular Center will contact you by phone 1-2 days before the day of your procedure. The nurse will ask you questions about your health history, provide you with specific instructions related to your upcoming procedure and confirm the time you are expected to arrive at Karing Hearts Cardiology Heart and Vascular Center. Here are some steps you can take.

Assistance **-** It is your responsibility to arrange, in advance, for a responsible adult,18 years or older, to drive you to Karing Hearts Cardiology Heart and Vascular Center and remain at the Center throughout your entire stay. You cannot drive yourself or be left alone. You will also need to have a responsible adult stay with you for the first 24 hours after the procedure. Please ensure that these arrangements are made, or your procedure will have to be rescheduled.

MISSION STATEMENT

Our mission at Karing Hearts Cardiology Heart and Vascular Center is to provide our patients with the highest quality care and service, centered within an environment that promotes respect, courtesy, and faith.

VISION STATEMENT

Karing Hearts Cardiology Heart and Vascular Center will be our region's premiere choice for outpatient cardiology services.

KARING HEARTS CARDIOLOGY
HEART & VASCULAR CENTER
EST 2024

701 N. State of Franklin, Suite 9
Johnson City, TN 37604

423.850.0776

DISCLOSURE OF OWNERSHIP

Karing Hearts Cardiology Heart and Vascular Center is a Limited Liability Corporation (LLC), which is owned by: Dr. J. Schoondyke, Dr. E Coly , Dr. I. Garcia, Dr. V Brahmbhatt,Dr. T. Haddadin.

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701 N. State of Franklin, Suite 9
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423.850.0776

www.khccathlab.com

Lab Tests - You may require lab tests before your procedure. You may be asked to go to a laboratory several days before your procedure so that we can get your lab results in time for your procedure.

Diet - The nurse will give you specific instructions that must be followed carefully to ensure your procedure is performed on the day it is scheduled; this may include nothing to eat or drink after midnight.

Medications - Please bring all your current medications including vitamins and supplements.

Smoking - If you smoke, you are encouraged to refrain from smoking prior to your procedure.

If you develop a fever, cold, rash, nausea, vomiting or diarrhea please call Karing Hearts Cardiology Heart and Vascular Center at 423 850 0776 as soon as possible. Your procedure may be postponed..

THE DAY OF YOUR PROCEDURE

BEFORE YOU LEAVE HOME

- Shower or bathe. You will be given specific instructions if needed by your physician.
- Remember not to eat or drink (unless otherwise instructed).
- Wear loose-fitting clothing.
- Leave valuables such as jewelry, watches, and money at home. We cannot be responsible for damaged or lost property.
- Do not wear makeup.
- If you wear contacts, leave them at home and bring your glasses instead.

WHAT TO BRING

- Insurance cards and picture I.D.
- A list of all your regular medications, both prescription and non-prescription.
- Advance Directive-If you have one. (This is a document that outlines the medical treatment you'd want or names the person you want to make health care decisions for you if you are not able to do so.)

If you are a legal guardian or have Power of Attorney for this patient, please bring the appropriate legal documentation with you, verifying your status.

CHECKING IN

A representative will meet you at the registration desk. You will be asked to verify that our information regarding you and your scheduled procedure is correct. You will be asked for your insurance card and picture ID and will be required to sign forms. A nurse will direct you to the pre-operative area. You will be asked to put on a hospital gown and an identification bracelet(s). You may be asked to remove special appliances such as dentures or bridges. Your personal belongings will be put in a belongings bag, which can be given to a family member, placed under your stretcher or in the bedside closet. A nurse will obtain your vital signs and weight. You will be asked to confirm information that may have been previously discussed and sign your operative permit. An intravenous (IV) line will be started. If you are of childbearing age, a pregnancy test will be performed as ordered by your physician. All the information gathered will be compiled and reviewed by the team that will care for you. During this time, it is important to the staff that you and your family are comfortable and well informed. Please feel free to ask questions or let the staff know how they can improve your level of comfort.

CONSCIOUS SEDATION

Our goal is to provide the best care possible with safe and effective pain control. A highly skilled registered nurse will monitor your condition and provide medications as needed. You will be given medication to keep you relaxed and comfortable. You may be awake during the procedure or drift into light sleep.

THE PROCEDURE

When you have been prepared for your procedure and the team has collaborated on the best possible course of care for you, you will be taken to the procedural area. Routine monitoring equipment will be placed on you such as a blood pressure cuff and EKG pads for heart monitoring. Medications will be administered through your IV. Staff members will always remain with you. The room temperature will be cool because of the equipment and the lights will be down low so the cardiologist can see the images on a screen.

THE RECOVERY PERIOD

After your procedure, you will be taken to an area called the Post Anesthesia Care Unit (PACU). You will be monitored and cared for as you recover. Registered nurses will care for you and keep you comfortable. A registered nurse will remain immediately accessible to you. Your family member or friend may join you when you are ready to see them and remain with you until you are discharged.

PREPARING TO GO HOME

The nurses will work with you and your family to prepare for your discharge home. Discharge instructions will be given to you and the person who remains with you in the Post Anesthesia Care Unit. We will make every attempt possible to safeguard your privacy. Therefore, if you do not wish for information regarding your procedure to be discussed with or in front of those accompanying you, please call Karing Hearts Cardiology Heart and Vascular Center before your arrival to make other arrangements. Specific instructions will be discussed with you, and you will be given a written copy to take home. The staff will inform you of potential problems for which you may need to contact your doctor. It is very important that you and your family understand the instructions for home care. It is also important to the staff that you and your family are ready to resume care at home before leaving Karing Hearts Cardiology Heart and Vascular Center. Please let our staff know if you have any concerns or if something is unclear. Your cardiologist may give you prescriptions for new medications and information regarding which previous medications to resume at home. If new prescriptions are ordered, they will be sent electronically to your pharmacy of choice.

When you are ready to go, your family member or friend can drive to the exit door where you will be escorted out and helped into the car. You may want to bring a pillow from home to aid in your comfort during the ride.

CUSTOMER SERVICE SURVEY

You or your family will be asked to complete the customer service survey after your visit. We take our surveys very seriously and ask that you let us know how we could have better served you or your family members. Karing Hearts Cardiology Heart and Vascular Center utilizes the Consumer Assessment of Healthcare Providers and Systems Outpatient and Ambulatory Surgery Survey or OAS CAHPS administered through Arbor Associates. Please look for an email, survey through the mail or a phone call from Arbor Associates.

WHAT TO EXPECT AT HOME

When you return home, you are encouraged to rest for the remainder of the day. You will have been provided with specific activity restrictions. To ensure your safety, plan to have someone with you for the first 24 hours after your procedure. Refer to your written instructions given to you upon discharge. If you have any questions, please contact us.

FINANCIAL

Thank you for choosing Karing Hearts Cardiology Heart and Vascular Center as your healthcare provider. Our staff works very hard to make sure your paperwork is prepared accurately and properly. Please bring your insurance card and driver's license with you on the day of service. Karing Hearts Cardiology Heart and Vascular Center will bill for the services and supplies provided. You will receive a separate bill from the cardiologist who will be performing your procedure. Should you have any questions regarding the statements or charges, please contact us directly.

BILLING AND COLLECTION

If you provided us with the insurance information, your insurance company will be billed as a courtesy to you. The actual amount paid by your insurance carrier will depend on your insurance coverage, co-payment, and any remaining deductible amounts due. The amount not covered by your insurance will be the responsibility of the guarantor or responsible party. Your portion is due in full within 60 days.