

INFORMATION FOR NEW CARDIOVASCULAR PATIENTS



Sometimes quality care takes time and we may run late: please be patient. We take the time necessary with each patient to ensure their good care.

Office Information:

- Located in the Richards Building, 2nd Floor
- Phone: 802-275-3699
- Fax: 802-251-8440
- Hours - 8:00 AM to 5:00 PM Monday-Friday (*Closed on Holidays, Saturday and Sunday*)

Appointments:

We know your time is precious; we will work very hard to stay on schedule. Please help us to ensure a smooth visit by:

- Arriving 15 minutes before your appointment time
- Bringing your most recent insurance card(s)
- Bringing your co-pay
- Bringing all your medications with you in a zip lock bag
- Bringing any information about your medical history including tests (echo-cardiograms, surgery and heart catheterizations) and lab results

If you cannot keep your appointment, we appreciate the courtesy of canceling with 24 hour notice.

After Hours:

- There are no evening or weekend Cardiology hours. If you have a concern that is not urgent, you can leave a message for the Cardiology staff. They will return your message the next business day.
- For any URGENT concerns, please dial 911 or come to the emergency room for evaluation.

Prescription Refills:

If you need a prescription refill, you may call into Cardiology at 802-275-3699, option 1 and leave a message on the prescription refill line. Prescriptions will be filled the next business day.

To expedite your refill, please make sure:

- You clearly state your full name (first and last) and spell your last name
- State the name of the medication you would like refilled
- Let us know the name of your preferred pharmacy
- Leave a number where we can reach you with questions

Messages left after 5:00 PM will be retrieved the next business day.

Questions?

If you have a question about your cardiac health, medications or anything else, you can reach out to the Triage Nurse by calling 802-275-3699 and choosing option 3.

The nursing staff will work with you to find an answer and consult with the doctors or nurse practitioner as needed. If the nurse is unavailable, please:

- Tell us who you are by leaving your first and last name and date of birth
- Leave a brief message about why you are calling
- Leave a number where we can reach you.

Messages left after normal business hours will be answered the next business day.

Our Commitment To You

We are thankful to you for allowing us to share in your healthcare. We want to work with you to ensure your good cardiac health and look forward to being your partner in moving from illness to wellness. We understand that this process can be difficult or make you anxious. Know that we are here to help support you, answer questions and work with you on your journey.



Center for
Cardiovascular Health
BRATTLEBORO MEMORIAL HOSPITAL