



Dear Patient:

Welcome to Aspirus Cardiology. Our dedicated and highly trained physicians and staff are committed to providing the highest quality health care to the patients and communities we serve. Enclosed please find new patient information, along with additional information about our practice that may be helpful.

### **New Patient Forms**

Please complete the forms located on the left side of the enclosed folder. Either mail them back (to arrive before your appointment day) or fax them to 715-847-2664. If time will not allow for them to be mailed or you do not have access to a fax machine, bring the forms with you the day of your appointment.

### **List of Items to Bring to Your Appointment**

- Insurance Cards
- New Patient paperwork (if not returned prior to your appointment)
- Co-payment as required by your insurance
- Current medications in the original containers (including pain medication as well as “natural” or “herbal” medications)
- List of questions you have for the physician to assure all of your concerns are addressed
- Name(s) and address(s) of health care provider(s) to whom you want records sent

### **Insurance Information**

You are required to bring your insurance card(s) with you to all appointments. Please be prepared to present them to the receptionist at the time of each appointment. Due to stringent insurance rules and pre-authorization requirements, you may be responsible for unpaid charges if you fail to provide us with accurate insurance information.

For the benefit of our patients we are a contracted provider with several insurance carriers. Please verify that the physician you are seeing is listed as a provider within your network.

Co-payments are required at the time of service. Methods of payment are cash, check, MasterCard, Visa or Discover. Please see our financial policy for further information.

### **Appointment Reminders**

We utilize an automatic reminder system that will call you 48 hours in advance of your appointment. If you do not wish to receive a reminder phone call, please inform our reception staff.

### **Missed Appointments**

In order to maintain our goal to provide quality medical care in a timely manner we require at least a 24 hour notice if you are unable to keep your appointment.

### **Recall Reminders**

If we are not able to schedule a follow-up appointment at the time of your visit, we will send you a notice in the mail. The recall reminders are sent two months before your appointment is due. Please call our office upon receipt of any reminder.

**Office Hours and Locations**

Our Wausau office located at 500 Wind Ridge Drive and our WI Rapids office located at 2031 Dewey Street are open Monday – Friday 7 am to 5 pm. Our Rhinelander office located at 2275 North Shore Drive is open Monday – Friday 8 am to 5 pm.

*We also serve patients at the following locations:*

Aspirus Langlade Hospital – Aspirus Antigo Clinic	112 East Fifth Avenue	Antigo, WI
Aspirus Medford Hospital	135 Gibson Street	Medford, WI
Aspirus Stevens Point Clinic	5409 Vern Holmes Drive	Stevens Point, WI
Aspirus Ironwood Hospital/Clinic	N10565 Grandview Lane	Ironwood, MI
Aspirus Houghton Clinic	1000 Cedar Street	Houghton, MI
Aspirus Keweenaw Hospital/Clinic	205 Osceola Street	Laurium, MI
Aspirus Ontonagon Hospital/Clinic	601 7th Street	Ontonagon, MI
Aspirus Iron River	1400 West Ice Lake Road	Iron River, MI

**Telephone – Our phones are answered 24 hours a day**

Wausau (Main Office) ..... 715 847-2611  
 Rhinelander ..... 715 361-3000  
 WI Rapids ..... 715 421-7900  
 Toll Free – All locations ..... 800-441-4013

**Nursing Staff Availability**

If you need to speak to your physician’s nurse, please contact them through our main telephone number between the hours of 9:00 am and 4:00 pm.

**Prescription Refills**

Once you are an established patient and need a refill of a medication that we have prescribed you can call our main number and select the prompt for “prescription refills.” Please be prepared to provide your name, date of birth, the name of medication, dose and frequency and the name and location of your pharmacy. Prescription requests are completed by the end of the next business day.

**Web Site**

For additional information please visit our website at [www.aspirus.org](http://www.aspirus.org).

Thank you for trusting us with your health care needs. We look forward to serving you.

Sincerely,  
*The Physicians and Staff of Aspirus Cardiology*