

PACIFIC HEART INSTITUTE ENHANCED ACCESS OPTIONS

* “SELECT OPTION”

For an annual fee of \$500.00, the following services will be provided:

1. Priority appointments for office visits and consultations.
2. Waiver of all office policy fees. (See Office Policy Acknowledgement Form)
3. Prompt notification of non-urgent laboratory and test results by our specialized nurses.
4. Customized Pacific Heart Institute EKG card.
5. Formulary medication appeals, such as for brand substitutions when necessary.
6. For patients needing such services, continued access to in-office same-day anticoagulation management, and pacemaker and defibrillator follow-up.

* “PREMIER OPTION”

For an annual fee of \$1,800.00, the following services will be provided:

1. All services offered in the Select Option.
2. Direct e-mail communication with your personal nurse and cardiologist.
3. Access to a dedicated phone line to directly contact our nursing staff
4. Same day visits with a cardiologist during our regular office hours.
5. Priority access to in-office laboratory testing.
6. Priority scheduling of diagnostic tests, including ultrasound imaging and stress testing.
7. Direct physician supervision of all stress tests.
8. Assistance with scheduling tests and procedures outside of Pacific Heart Institute
9. Periodic
10. speaker seminars on cardiovascular topics.

** “CONCIERGE OPTION” (limited enrollment)

For an annual fee of \$7,500.00, the following services will be provided:

1. All services offered in the Select and Premier Options.
2. Direct 24-hour access to your personal PHI cardiologist via pager, text-messaging, e-mail and personal cell phone.
3. Night and weekend availability of your personal PHI cardiologist for local hospital and emergency services (even when your cardiologist is not “on call”).
4. Same day visits with your cardiologist.
5. Personal calls from your cardiologist to discuss your test and laboratory results.
6. Direct supervision of all stress tests by your personal cardiologist.
7. Evening and weekend office appointment availability.

FOR INDIVIDUALS WHO CHOOSE NOT TO PARTICIPATE IN ONE OF THESE OPTIONS the extended services included in them will not be available and some in-office services will be of limited availability. Counseling and review of test results by telephone will only be offered in the setting of medical necessity and emergencies; otherwise, an office visit will generally be required for such discussions. (Please see Office Policy Acknowledgement Form for applicable fees.)

* Each participant agrees that Pacific Heart Institute’s liability to any participant for noncompliance with any aspect of these Options shall be limited to the amount of the most recent annual fee paid by the participant. Pacific Heart Institute reserves the right to modify these Options at any time as may be required by law or regulation. Pacific Heart Institute may also terminate these Options as necessary in its sole discretion at any time, in which event it will return a prorated portion of the annual fee to participants.

** Pacific Heart Institute physicians will use best efforts to ensure they are generally available in accordance with the Concierge Option, but access to a specific Pacific Heart Institute physician may be limited from time to time because of occasional inaccessibility and personal emergencies or other unforeseen events.