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Communication Resources for Patients - version September 2017

I realize that office visits often do not seem long enough. Questions you mean to ask are forgotten or the amount of information we often provide to you seems overwhelming. In these situations, having resources to get further information regarding your cardiac condition is important. Our office strives to provide you with comprehensive, state-of-the-art cardiovascular care and advice. I also encourage you to use the following resources to get further information and answers to your cardiovascular needs:

1. **Key Websites:** The Internet has revolutionized your access to medical health information. Here are sites that we recommend for information that is accurate, up-to-date and trustworthy.

www.ahsmed.net- This is our office website where you can get information related to tests, our locations, and information regarding your physicians.

www.heartdrsingh.com- This is my personal website where you will find information on both myself, and the practice. Additionally, I write a column on various heart topics that can be downloaded from this website. You will also find links to many other recommended sites as well as request appointments and download forms that need to be completed prior to visits.

2. **Staff:** To further enhance your experience as a patient, I have added Crystal Richards to my team. As Practice Manager, she will help ensure that your needs are responded to in a timely manner. She is here to assist with anything you might need, so please feel free to contact her at any time. She can be reached at our Cumming office at crystal@ahsmed.com.

3. **Phone Calls:** Generally it is difficult for me to return phone calls directly. I am pleased to work with an excellent clinical team who can get back to you with advice from myself or arrange an urgent appointment to deal directly with your concerns. To reach Joyce Alvarez, Nisha Prabhu, or Marie Valere's voice mail, call (678)-679-6800 (Cumming) or (770) 622-1622 (Johns Creek).

4. **E-mails:** I can be reached at DrSingh@ahsmed.com. Sam can be reached at Joyce can be reached at jalvarez@ahsmed.com Marie Valere can be reached at mvalere@ahsmed.com and Nisha Prabhu can be reached at nprabhu@ahsmed.com. E-mails are responded to within 72 business hours and can be used as a way of communicating non-urgent concerns, getting medication advice, or supplying missing information. E-mails however should not be used for questions of an urgent nature.

5. **Test Results:** All tests done in our office are generally reviewed within 48-72 hrs. Our staff will contact you with the results and may advise a follow up appointment or additional testing. If you have not received your results within one week please call our office to check up on the results. If our staff is unable to explain the results to your satisfaction please do not hesitate to book a follow up appointment to discuss further. Abnormal test results are always best reviewed in person.

6. **Research patients-** We have an outstanding nationally recognized clinical research program and encourage you to participate in one of our many trials. For any research related questions or appointments please contact Kati Raynes at (678) 679-6800.

7. **Cardiology On-Call Service:** Finally, after hours and on weekends our physicians are available to you for emergencies. The answering service can be accessed by calling the office after 5:00pm on weekdays and throughout the weekend. *However, for all symptomatic chest pain, shortness of breath or rhythm disturbances of the heart, we recommend that you go to the nearest emergency department or urgent care facility for prompt assessment. Always advise them you are our patient and they will contact us for further advice.*

I hope this information helps you get the most out of your visit to our office as we work together to optimize your cardiovascular health.