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Communication Resources for Patients - version October 2020

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:

WEBSITE The Internet has revolutionized your access to medical health information. 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 other recommended sites as well as access **patient portal**, request appointments and download forms that need to be completed prior to visits.

1. *Staff:* To further enhance your experience, I have added Crystal Richards to my team. As Practice Administrator, she will help ensure that your needs are responded to in a timely and professional manner. She can be reached at crystal@nsccardiology.com. I have also added Caroline Busbee PA-C who as a physician assistant can see you urgently in my absence and also provide routine follow-up. Caroline@nsccardiology.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 Caroline and arrange an urgent appointment to deal directly with your concerns. To reach a Medical Assistant you may email Trinity Holmes trinity@nsccardiology.com, or Marian Anwar marian@nsccardiology.com. You may also leave a voicemail for our medical assistants by calling (770) 887-3255 option 5 and then following the prompts.

4. *E-mails:* To reach a Medical Assistant you may email Trinity Holmes trinity@nsccardiology.com, or Marian Anwar marian@nsccardiology.com. You may also send an email with inquiries through your patient portal. I can be reached at DrSingh@nsccardiology.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. We are no longer able to book follow up appointments on the day of testing.** If our staff is unable to explain the results to your satisfaction please do not hesitate to book a follow up appointment or telemed visit to discuss further. Abnormal test results are best reviewed in person.

6. *Research patients-* We have an outstanding nationally recognized clinical research program NSC Research We encourage you to participate in one of our many trials. For any research related questions or appointments please contact one of our clinical research coordinators at option #6

7. *Cardiology On-Call Service:* After hours and on weekends either myself or physicians from North Atlanta Heart and Vascular Center 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 and have them contact us for guidance.*

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.

DR. SINGH- ONLINE RATINGS AND REVIEWS

Online reviews are important to us and Dr. Singh. If you have had a positive experience, we encourage and appreciate you taking the time to go online and fill one or many of these surveys out. This will help us build our practice and ensure patients have access to high quality care.

If there were any problems at all with your visit, please do not hesitate to contact Crystal Richards, Dr. Singh's Practice Administrator at crystal@nscardiology.com or 770-887-3255 option 5 to address your concerns.

We very much appreciate your input as we strive to enhance your office experience!

DIRECTIONS FOR USING HEALTHGRADES.COM:

- 1) Log into www.healthgrades.com.
- 2) At the top, under "find doctors", type in Dr. Narendra Singh, and select the Suwanee, GA location and click on the search button on the right.
- 3) Under #1, click "how was your experience" to access the survey.
- 4) Fill out form by simply clicking on the number of stars for each category.
- 5) Enter your email address or cell phone number so that you can confirm the validity of your survey. Your email or cell is NOT used in any other way except for you to confirm your entry.
- 6) Simply check your texts on your cell phone or your email address and follow the steps to confirm your entry.

DIRECTIONS FOR USING VITALS.COM:



- 1) Log into www.vitals.com.
- 2) Next to "find", type in Dr. Narendra Singh near Cumming Georgia.
- 3) Select Dr. Singh's profile, which should be the first to come up.
- 4) Select "write a review", highlighted in blue.
- 5) Click on all four stars if your visit was a good one.
- 6) Write review in space provided.

DIRECTIONS FOR LIKING US ON FACEBOOK:



- 1) Go to www.facebook.com
- 2) Search Heart Dr. Singh
- 3) Once you are on Heart Dr. Singhs Facebook page, click "like".
- 4) Feel free to comment on positive experiences

DIRECTIONS FOR USING GOOGLE:



- 1) Go to www.google.com
- 2) Search Dr. Singh Cardiology
- 3) Once you are on Heart Dr. Singhs google page, click "Google Review" and then "write a review".
- 4) Feel free to comment on positive experiences