



500 Wind Ridge Drive, Wausau, WI 54401  
 (715) 847-2611 · 800-441-4013 · Fax: 715-847-2665

Dear Patient:

Welcome to Aspirus Cardiovascular Associates. 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 right 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. New patients should arrive 10 minutes early to allow for a timely check-in by the reception staff.

**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

**Office Hours and Locations**

Our office hours are Monday through Friday from 7:00 am to 5:00 pm in our Wausau office at 500 Wind Ridge Drive and 8:00 am to 5:00 pm in our Rhinelander office at 2275 North Shore Drive. We also serve patients at the following locations:

Langlade Hospital - St Joseph's Outpatient Center	112 East Fifth Avenue	Antigo
Eagle River Memorial Hospital	201 Hospital Road	Eagle River
Memorial Hospital of Taylor County	135 Gibson Street	Medford
Aspirus Clinic – Stevens Point	5409 Vern Holmes Drive	Stevens Point
Aspirus Doctor's Clinic	2031 Peach St	WI Rapids
Aspirus Northwoods Surgery Center & Clinic	611 Veterans Parkway	Woodruff
Grand View Hospital	N10561 Grandview Lane	Ironwood MI
Aspirus Keweenaw- Appointments and Telemedicine available	205 Osceola Street	Laurium, MI
Aspirus Ontonagon- Telemedicine Appointment Only	601 S 7 <sup>th</sup> Street	Ontonagon, MI

**Telephone**

Wausau (Main Office)	(715) 847-2611
Rhineland	(715) 361-3000
Keweenaw	(906) 337-6585
Toll Free – All locations	1-800-441-4013

**Our phones are answered 24 hours a day.**

### **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. We will charge a \$10 statement fee for unpaid co-payments. Methods of payment are cash, check, MasterCard, Visa or Discover. Please see our financial policy for further information.

### **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.

### **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.

### **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.

### **Missed Appointment Policy**

In order to maintain our goal to provide quality medical care in a timely and cost effective manner, we have implemented an appointment cancellation policy for new patient appointments and for nuclear medicine stress test appointments. If you are unable to keep your scheduled appointment, a 24 hour advanced notice is required. Failure to provide notice will result in a \$25 missed appointment fee. This fee cannot be billed to your insurance carrier and payment is expected at the time of your next scheduled appointment.

### **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. Prescriptions 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 Cardiovascular Associates