



The Heartbeat Clinic

Amer Suleman M.D

Welcome New Patient – In Office Visit

Please beware of the protocol we use prior to your consultation with Dr. Suleman:

- Your initial appointment will take 2-3 hours or sometimes longer if needed.
- A Medical Assistant will take you back to an exam room to get your vitals, do an EKG and go over medications with you.
- A Student Doctor will come in and go over the paperwork with you and will take a thorough and detailed medical history. This will ensure all information is correct. This is the longest part of the process. Please be aware that if we are shorthanded then a Student Doctor will call you by phone to go over this information.
- After taking the history, the student doctor will update the electronic medical record outside of the exam room and then present it to Dr. Suleman. This will give Dr. Suleman more time to focus on the major areas of concern during your consultation.
- After Dr. Suleman has seen you, we will send whatever testing he orders over to our billing team for review. They will let us know what is and isn't covered and if you will owe anything out of pocket. If you'd like to get some testing done while in the office today, if we have the openings, we will accommodate you.

If at any time you have questions, please feel free to ask. There are snacks and drinks available in the waiting room.

We want to thank you for your cooperation and for choosing The Heartbeat Clinic as your health care provider.