



# The Heartbeat Clinic

**Amer Suleman M.D**

## Welcome New Patient – Televisit

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

**\*\*FOR TELEVISIT YOU MUST BE IN TEXAS STATE LINES\*\***

- 1.) You will receive a call the day before to confirm your appointment.
- 2.) New patient consults can take up to 2-3 hours so please be prepared.
- 3.) If you have a copay, we ask that you call and pay by phone the day before or pay while our staff is on the phone for your vitals and medications. Copays are expected before appointment.
- 4.) You will receive a phone call 1 to 2 hours prior to your appointment from an UNKNOWN CALLER. This is a Doctor Student calling to take your history, please answer it. Dr. Suleman CAN NOT log in for televisit until all history is loaded for your visit. The Doctor Student will go over the paperwork you filled out 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.
- 5.) After taking the history, the student doctor will update the electronic medical record 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.
- 6.) You will ALSO receive a phone call from one of our Medical Assistants to verbally take down your Vitals (Please take your vitals as completely as possible - will need 3 blood pressure recordings) and your Medications (Please have all medication bottles or a list for all medications you are currently taking, including over the counter and vitamins.) for Dr. Suleman.
- 7.) However, you decide to do the visit, (Computer or Smartphone), Check in for your appointment in the portal at the time of the appointment. Try to log in at least 15 minutes prior to your appointment just in case there are any issues. You will need to skip over the symptoms and vitals questions when logging in for your televisit for the first appointment only. Each televisit after your new patient consult, we will need the symptom questions answered for billing purposes.
- 8.) 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. Once we get the information from our billing team then our schedulers will contact you. This process should only take a few hours. If you don't hear



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from our office by 24 hours, past your appointment, then please contact us directly at 214-504-9942.

If at any time you have questions, please feel free to ask.

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