



# The Heart Center of the Oranges

## Welcome to The Heart Center of the Oranges

### About Our Practice

The Heart Center of the Oranges is a multi-specialty practice with convenient locations in the Oranges of Essex county.

Even though you will select a primary care provider, as a patient of the Heart Center you are able to conveniently access care from any of our providers without having to request records as your medical records are located in one chart accessed by all.

To facilitate your navigation through our practice we would like to highlight our processes:

1. **Every Office Visit Appointment** – In order to better address your care at the time of your visit, please make sure you bring all notes and reports pertaining to any testing or other providers you may have seen since your last visit. If you were in the Emergency Room please bring the discharge orders provided to you by the Hospital. Finally, so that our providers can more accurately reconcile your medication, please make sure you bring the **actual medicine containers** with you.
2. **Patient Portal** – Your patient portal will prove to be a great resource for you to access valuable information regarding your medical record. We encourage you to activate your log in and to become familiar with the set up as we continue to add functions to it. Currently your access is limited to making appointments, but you will soon be able to have access to many other areas of your medical record and you will be able to engage in general communications with the practice staff.
3. **Referrals/authorizations** – Your doctor may send you for testing or to see a specialist within the practice or outside The Heart Center of the Oranges. Your Insurance may or may not require that authorization is obtained through either a referral or pre-authorization. In this case our pre-authorization department will contact you within 72 hours with your referral. Here is how you can help our staff process your referral more efficiently:
  - a. Make sure you understand what your provider is recommending as treatment and at check out select which facility or provider you would prefer to go to.
  - b. Make sure that we have the correct daytime phone number on file, so our staff can easily reach you with any questions or updates
  - c. You can contact our pre-authorization department directly at 973-395-1550 ext:31007
4. **Prescriptions/Refills** – Our policy is to process most prescriptions electronically, therefore it is important that we have your updated pharmacy information on file. In order to promote better medication adherence and every time applicable, our providers will prescribe a 3 month supply of your long term medications. We ask that you stay compliant and always pick up your prescriptions timely.
5. **ER Visits or Hospital Admissions** – In order to better monitor your care, we ask that you inform our office of any ER visits or hospital admissions within 48 hours of your discharge. Our case manager will then contact you to follow and schedule an appointment with your provider.

6. **Appointments** – Appointments can be made by calling our appointment line at 973-395-1550 option 2 or by logging into our patient portal and making an appointment directly with your provider of choice. Remember to schedule your yearly wellness visits.
7. **Customer Satisfaction** -We want to hear from you regarding the areas within our practice that require improvement. Each of our offices has a suggestion box that we encourage you to complete with not only your recommendations but also we ask you to provide us with the name of an employee that you believe went above and beyond to help you.

Thank you for choosing the Heart Center of the Oranges.

Sincerely,

Dr. Raj