



Preventive Cardiology Clinic

4100 Minnesota Drive, Suite 310 • Edina, MN 55435
Phone: 952-929-5600 • Fax: 952-929-5610 • pccmn.com

PRACTICE GUIDELINES & PATIENT EXPECTATIONS

Your guide to communicating with our team, accessing your care, and getting the most from your partnership with us.

We are glad you are here.

This document explains how our practice works—so you always know what to expect, who to contact, and how to get what you need.

A NOTE FROM OUR PRACTICE

We designed this practice around a simple belief: great care requires a real relationship. That means you deserve to know exactly how we operate, what you can count on from us, and what we ask of you in return.

These guidelines are not red tape. Every policy described here exists because it improves safety, reduces errors, and frees our team to spend more time on what matters most—your health. Please read this document carefully, keep it somewhere accessible, and share it with any family members who help manage your care.

If anything here raises a question, we welcome the conversation.

YOUR PATIENT PORTAL: FOLLOW MY HEALTH

The Follow My Health patient portal is the central hub of your care with us. It is not simply a convenience—it is our primary and required channel for communication. This is how we protect your privacy, document your questions, and ensure nothing falls through the cracks.

Why the Portal Is Our Only Communication Channel

Phone calls are easily missed, misheard, or undocumented. Emails lack the encryption required to protect sensitive health information. The portal solves both problems: your messages are secure, time-stamped, and permanently part of your medical record, so any member of our team can help you with full context—not just the person who happened to answer the phone.

What You Can Do in Follow My Health

- Send non-urgent messages to your care team
- View and download your lab results and test reports
- Access your visit summaries, diagnoses, and treatment plans
- Request prescription renewals
- Request and manage appointments
- Review your immunization and medication history
- Complete intake forms before your visit

★ Action Required: Enroll in Follow My Health

Portal enrollment is required for all patients. If you have not yet created your account, please complete these steps before or at your next visit:

1. **Step 1:** Visit pccmn.com and click “Patient Portal,” or use the invitation link sent to your email.
2. **Step 2:** Enter the invitation code sent to your email at registration.
3. **Step 3:** Create a username and password you will remember.
4. **Step 4:** Confirm your email address and log in.

Need help? Our front desk team is happy to walk you through enrollment at any visit.

A Note on Phone Calls

We ask that phone calls to our office be reserved for scheduling and administrative matters, or for situations where you are unable to access the portal. Clinical questions received by phone will be directed back to the portal to ensure a complete, documented response.

YOUR CARE TEAM

We are a collaborative practice, which means your care is provided by a team of physicians and advanced practice providers—nurse practitioners (NPs) and physician assistants (PAs)—who share a unified care philosophy and communicate closely with one another.

Why You May See a Different Provider

When you have a follow-up appointment, a same-day concern, or a medication check, the most important factor is that you are seen promptly by someone who is fully informed about your care. Requiring every encounter to happen with a single provider can mean unnecessary delays—and in healthcare, delays have consequences.

Every member of our care team has access to your complete, up-to-date medical record. Before your appointment, your provider reviews your chart, your recent results, your current medications, and any notes from prior visits. You will not need to re-explain your history.

How Continuity Is Maintained

- Your complete care record is shared across all providers in real time
- Any significant findings or changes are flagged for your primary physician
- Care decisions made by any team member are documented and visible to the full team

- Complex or ongoing cases are discussed at regular team huddles

Our promise to you: Regardless of which provider you see, you will receive care that reflects your full history, your values, and our shared philosophy of practice. No one on our team operates in isolation.

When to Request Your Primary Physician

You are always welcome to request an appointment specifically with your primary physician for matters that feel most personal or sensitive. We will do our best to accommodate these requests within normal scheduling availability. Please note that same-day and urgent appointments are more likely to be available with the next available provider.

COMMUNICATION & RESPONSE TIMES

Knowing how and when you will hear from us takes the guesswork out of your care. Below are the response time commitments you can count on, and guidance for different types of situations.

Response Time Commitments

Type of Request	Expected Response Time
Urgent clinical concern (new or worsening symptoms, medication side effects, abnormal results)	Within 24 hours on business days
Non-urgent clinical question (routine follow-up, medication questions, general information)	Within 3–5 business days
Prescription renewal requests	Within 3–5 business days (see Prescription Policy below)
Administrative requests (records, referrals, forms)	3–5 business days
Portal message acknowledgment	You will see your message marked “Read” once reviewed

In a True Emergency

If you are experiencing chest pain, difficulty breathing, sudden weakness or numbness, severe allergic reaction, or any condition you believe is life-threatening:

Call 911 or go directly to your nearest emergency room. Do not wait for a portal response. Our office cannot provide emergency care.

How to Classify Your Own Request

When sending a portal message, please help us prioritize by marking your message type clearly:

- **Urgent:** A symptom or situation that, if unaddressed in 24 hours, could worsen significantly.
- **Non-urgent:** Questions, medication refills, clarifications, or follow-up that can wait a few business days.

Accurate classification helps us get urgent responses to patients who need them most. Consistent over-classification as urgent delays everyone's care, including yours.

Office Hours

- Our team monitors portal messages during regular business hours
- Messages sent after hours, on weekends, or on holidays will be addressed the next business day
- For urgent after-hours concerns that cannot wait, please use your best judgment: go to urgent care or the emergency room if the situation warrants it

UNDERSTANDING YOUR TEST RESULTS

Receiving test results can feel unsettling if you do not know what to expect. Here is exactly how our process works.

How Results Reach You

- When a lab, imaging study, or diagnostic test is ordered, results are sent directly to our practice
- A provider on your care team reviews every result before it is released to your portal
- Once reviewed, the result is posted to your Follow My Health account, often with a provider note explaining what the finding means and whether any action is needed

- You will receive a notification (email or text, per your portal preferences) when a new result is available

What to Do When You See a Result

Most results will come with a note from your provider. Please read that note first—it will tell you whether the result is normal, whether it requires a follow-up appointment, or whether any change in your care plan is warranted.

If you have questions about a result after reading the provider note, send a portal message marked “Non-urgent” and our team will respond within 3–5 business days.

Please do not call the office to ask if your results are ready.

Results are posted to your portal as soon as they have been provider-reviewed. Calling the office does not speed up the process, and diverts our team’s attention from patient care. The portal is the fastest way for you to know when your results are available.

When a Result Requires Urgent Attention

If a result is flagged as critical or requires immediate action, a member of our care team will reach out to you directly by phone—we will not wait for you to log into the portal. If we cannot reach you, we will leave a message and send a portal notification asking you to call us promptly.

APPOINTMENTS: SCHEDULING & PREPARATION

Thoughtful preparation before your appointment—on both sides—is one of the highest-value things we can do together. The more complete your record is when we meet, the more time we can spend on your care rather than reconstructing your history.

Preparing for Your First Appointment

As a preventive cardiology practice, we depend heavily on your prior evaluations, imaging, laboratory work, and specialist notes. Arriving at your first visit with a complete record allows us to begin meaningful care immediately rather than spending that visit gathering background.

Please take one of the following steps before your first appointment:

★ Action Required: Send or Bring Your Prior Records

Option 1 (Preferred): Ask your prior providers or hospital to fax relevant records to us before your visit.

Our fax number: **952-929-5610**

Option 2: Bring printed or digital copies of your relevant evaluations and results to your appointment so we can add them to your record with us.

Records most helpful to us include: prior cardiology evaluations, echocardiograms, stress tests, cardiac catheterizations, Holter or event monitor reports, lipid panels, and any relevant specialist notes.

Records We Can Access Directly

Depending on where you have received care, we may already have access to your records:

- **iHealth Network:** If you are part of the iHealth network, your records are already accessible to us—no action needed.
- **Fairview System:** We are able to look up records from Fairview facilities directly.
- **Allina, Park Nicollet, HealthPartners:** We do not have direct access to records from these networks. If you have received care there, please arrange to have those records sent to us (fax: 952-929-5610) or bring copies with you.

Preparing for Follow-Up Appointments

Follow-up visits are most productive when your provider has your most current information in hand. If testing was ordered at another facility to occur before your follow-up, please take the following step:

★ Action Required: Notify Us When Outside Testing Is Complete

If you had testing done at another facility (stress test, imaging, labs, etc.) that was intended to inform your follow-up visit, please send us a portal message to let us know it has been completed. We will then request the results so they are available when you arrive. Without this notification, results may not reach us in time—and your appointment may need to be rescheduled.

Scheduling Your Appointment

- **Portal:** Use Follow My Health to view availability and request an appointment at any time.
- **Phone:** Call our front desk at 952-929-5600 during business hours for scheduling assistance.

We encourage scheduling follow-ups before you leave the office or immediately after receiving a result that warrants one. Waiting often means fewer available slots.

What to Expect at Your Visit

- Your provider will have reviewed your chart, recent results, and any changes since your last visit
- Bring a list of any new symptoms, questions, or medication concerns you want to address
- If your follow-up is with a different provider than your last visit, that provider is fully briefed on your care
- Your visit summary and any new care plan updates will be posted to your portal within 24–48 hours of your appointment

Ongoing Preventive Care Scheduling

Patients managing cardiovascular risk factors benefit from a consistent schedule of check-ins even when feeling well. Our team will recommend a follow-up cadence appropriate to your situation. Please treat these appointments as a standing commitment to your heart health, not an optional convenience.

YOUR TREATMENT PLAN & HEALTH RECORD

You have the right to understand and access your own health information. We make that as easy as possible.

Where to Find Your Treatment Plan

Following every appointment, your care plan—including diagnoses, recommended treatments, medications, and follow-up instructions—is documented in your medical record and available through Follow My Health. We encourage you to read your visit summary after every encounter and raise any questions promptly.

Medications

- Your current medication list is always visible in your portal
- Dosage changes, new prescriptions, and discontinuations are documented in real time
- If you fill prescriptions at multiple pharmacies, please update us so our records stay current
- Prescription renewal requests should be submitted through the portal at least 5–7 business days before you run out. Last-minute requests may experience delays.

Requesting Medical Records

You may request copies of your records through the portal or by contacting our office. We will fulfill records requests within the timeframe required by law. There may be a nominal fee for extensive record preparation.

ESCALATION: WHEN YOUR PRIMARY PHYSICIAN IS INVOLVED

Our collaborative care model means most of your day-to-day needs can be efficiently and expertly addressed by any member of our team. But there are circumstances where your primary physician takes a direct, lead role.

Your Primary Physician Is Directly Involved When:

- You have a new diagnosis that is complex, uncertain, or requires specialist coordination
- A treatment plan is not producing the expected results and needs to be reconsidered
- You are dealing with multiple interrelated conditions requiring integrated oversight
- A critical or unexpected test result requires a significant decision
- You specifically request to speak with your primary physician
- Another provider on our team determines that a case warrants escalation

How Escalation Works

If you send a portal message or have a visit that a team member determines requires your primary physician's direct input, it will be flagged and routed accordingly. You do not need to navigate this yourself—our team is trained to recognize when escalation is appropriate.

If you believe your situation has not received the level of attention it requires, send a portal message clearly stating your concern and requesting a review. We take these requests seriously and will respond within our standard timeframes.

Your voice matters. If at any point you feel your care is not meeting your needs or your questions are not being answered, please say so directly. A clear, specific portal message is always the best first step. We would rather hear your concern than have you feel unheard.

OUR SHARED RESPONSIBILITIES

Good care is a partnership. Here is what we commit to you—and what we ask in return.

What We Commit to You

- We will treat you with respect, honesty, and compassion at every encounter
- We will respond to your messages within the timeframes outlined in this document
- We will document your care thoroughly so any provider on our team can serve you fully
- We will tell you clearly when a situation is beyond what our practice can manage and help you find appropriate care
- We will always be direct with you about your health, even when the conversation is difficult

What We Ask of You

- Enroll in Follow My Health and use it as your primary communication channel
- Keep your contact information and medication list current in the portal
- Keep scheduled appointments, and cancel with as much advance notice as possible if you cannot attend
- Be specific and complete when describing your symptoms or concerns in portal messages—this helps us help you faster
- Follow through on recommended follow-ups, tests, and specialist referrals
- Let us know if your goals, priorities, or life circumstances change in ways that should affect your care

Thank you for choosing Preventive Cardiology Clinic.

We look forward to being a trusted partner in your health for years to come.

pccmn.com