



FORT WORTH HEART PHONE SYSTEM NAVIGATION

At Fort Worth Heart, we recognize the importance of communication with our patients. With that in mind we've created this document to help you navigate our phone system. We've done our best to limit options and minimize confusion within our "menu tree". We appreciate any feedback as to how we can make this process easier.

When calling Fort Worth Heart, the following options are available:

1. **Hospital** – This option is for hospitals needing to get in touch with the "on-call" physician
2. **Downtown/Mistletoe Office**- This option will give you a directory of the providers at this location
3. **Bryant Irvin/Mira Vista Office**- This option will give you a directory of the providers at this location
4. **Granbury Office**- This option will give you a directory of the providers at this location
6. **Physician or Physician's Office** – This option is for physicians or their office calling to discuss shared patients, request clinical documentation, etc.
7. **Billing** – This option is for patients inquiring about cost or billing statements.

All other callers will be routed to an available Call Center agent for assistance. Depending on time of day, call volume and staffing there may be a short delay. If you do not wish to wait, you may leave a non-urgent message by pressing "0" at any time.

Examples of items our Call Center can assist with:

1. Schedule/Reschedule/Cancel/Confirm office visits (cannot Schedule/Reschedule or Cancel procedures or diagnostic testing).
2. Provide general information such as office address/directions
3. Answer general questions about appointments and testing

If you wish to bypass the Call Center, you may select your provider's clinical team from the main menu tree to be directed to that team for clinical inquiries. If the clinical team is unavailable, you will have an option to leave a message. Messages will be responded to as soon as possible (typically within 24 hours).

Examples of items our Clinical Teams can assist with:

1. Refill prescriptions
2. Schedule/Reschedule/Cancel procedures or diagnostic testing
3. Triage clinical questions to your physician

In the event of an emergency, please call 911 directly