



Patient Welcome Letter

Thank you for allowing HeartMD to be a part of your medical care. Our collective goal is to provide you with the best care and service possible. There are many options for cardiac care throughout middle Georgia, and we are honored that you have chosen us.

We have offices in several locations throughout middle Georgia. To make reaching the appropriate staff easier, please refer to the following:

Macy (Medical Assistant) – Prescriptions/Nurse questions  
Tatiana (Medical Assistant) – Prescriptions/Nurse questions  
Chastity (Echocardiography Technician) – Echo/Pacemaker Check Scheduling  
Terri (Billing/Precertification) – Billing questions/Payment Plans  
Rachel (Office Manager) – Scheduling/general questions/Payments  
Kim (Human Resources) – Scheduling/general questions/Payments

Our goal is to provide you with a familiar voice each time you call our office. Whatever your specific need is (appointment, medication refill or question, surgery clearance, medical form, work excuse) we will always be happy to assist you. If they are unavailable, please leave a message. Any messages left during business hours will be returned the same day.

If you should need emergency medical assistance, please go to your local ER and inform them that I am your cardiologist. While you are in the ER, or if you are admitted to the hospital, *please notify my office immediately* so that we can help coordinate your cardiac care. While you may not be admitted for a cardiac condition, I am always happy to assist in any way that I can during your hospital stay.

My goal is for you to be extremely satisfied with the care you receive at HeartMD. To the patients that are coming over from my previous practice, I thank you for your continued support. There is no greater compliment to me than knowing a patient was satisfied enough with their care to follow me to a new practice. To the newly referred patients, I thank you for giving us the opportunity to earn your trust and to take care of your cardiac needs. My staff and I are here for you, and HeartMD would not be possible without you. From all of us at HeartMD, thank you.

Warmest regards,

Justin McCullough MD, FACC

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