

HeartFlow® Analysis – Call Guide

Step 1: Call comes in



Step 2: Listen for



"HeartFlow"

"FFR_{CT}"

"3D Heart/Cardiac Image"

"CT FFR"

"Color-Coded Model of the Heart"

"Blood Flow Simulation"

"Non-Invasive Cardiac Test"

"What is HeartFlow?"

Step 3: Say



Yes, I can help you with that.

First, I need to get a little more information from you.

Q.1 Are you a current cardiology patient here?



YES

Q.2 What is your cardiologist's name?

Let me transfer you over to your cardiologist's office to confirm this test is appropriate for you.

OR

Let me set up an appointment with this physician to confirm the HeartFlow Analysis is an appropriate test for you.

NO

We would be happy to get an appointment set up for you [follow office protocol].

OR

Please make an appointment with your current primary care physician or cardiologist who can refer you to receive a HeartFlow Analysis. If they have questions regarding HeartFlow, you can give them the number listed, and we can inform them on details of getting this ordered if it's appropriate.

For more information please contact support@heartflow.com or call +1.650.241.1221