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www.dcsclinic.com

DCS Pediatric and Family Health Clinic New Patient Welcome Letter

Welcome to DCS Family Health Clinic. We are honored that you have chosen us as your health care provider. Our goal is to provide the highest quality care for all of our patients in a timely and respectful manner.

We will do our best to provide you with same-day office visits and accept walk-ins for first available slots for all sick visits. You will need to bring your insurance card and a photo ID with you for **each** appointment. Please let our staff know if you have had any information changes since your last appointment. If you are unable to provide us with your insurance information, your appointment will need to be rescheduled. You will be asked to fill out new registration forms upon your initial visit and bi-annually so we may update your information.

All co-pays and past due balances are **expected at time of service**, unless a prior agreement has been made with our office manager.

We ask that you allow plenty of time to get to the office for your appointment. You may be asked to reschedule your appointment if you are more than 15 minutes late. We will strive to stay on time. From time to time, a patient emergency arises and we may be running late for your visit. You will have the option to re-schedule or stay to be seen and we will keep you informed of how long of a delay you may experience.

Please bring **all of your prescription and over-the-counter medications** with you at each visit.

Our office policy for a missed appointment is:

- If it is an appointment for a new patient, the appointment will only be rescheduled once if properly cancelled
- Two (2) **consecutive** no-show appointments will result in patient not being able to schedule an apt., but must be seen as a walk-in in addition to having to pay the required NO-SHOW fee of \$25 per missed visit.
- Greater than Two (2) no-show appointments may result in dismissal from the practice.

We understand that appointments sometime need to be changed, so we ask that you call **48 hours in advance** if you cannot keep your scheduled appointment. **Failure to do so will result in a \$25 per visit NO-SHOW fee.**

Providing the highest quality of professional care to our patients is very important to us. Therefore, the following guidelines for dispensing medications in our office have been established:

1. DCS Family Health Clinic **does not offer chronic pain management and will not dispense chronic pain medication** (for example, chronic daily narcotics). We will provide you with a referral to a pain management center if you need this specialized form of care after evaluation by our providers.

2. If you are on a medication that requires refills for a chronic disease (for example, high blood pressure or diabetes), you will be given ample refills for 30 or 90 days at a time during your office visit.
 - a. When you are down to a 30 day supply of medication, we ask that you call and schedule your follow-up office visit in order to be evaluated and have your medications adjusted or refilled. We ask that you allow enough time for us to make an appointment so you're not without your medication. If an apt is not necessary, contact your pharmacy for a medication refill and allow up to 72 hours for our medical staff to respond.

3. For the safety and well-being of our patients,
 - a. Requests for new medications (including antibiotics) and medication refills will not be taken over the phone or over the Internet during office hours without an appointment and evaluation by the provider.
 - b. No new medications (including antibiotics) will be called in over the phone after office hours by the on-call medical team member.
 - c. We understand that unexpected situations arise, thus a small refill of a chronic medication will be granted for one or two days after office hours on an as-needed basis determined by the on-call medical team member. This allows patients to be seen and evaluated by the provider during office hours for all their medication refills.

If you need to reach the provider/medical staff after hours, you can reach our answering service at 985-247-4567. Our office hours for patient care are M-F 8-5; however we only see patients on Fridays from 8-12 and have administrative hours from 12-5.

DCS Family Health Clinic is NOT affiliated with any other family health clinics. Our patients are taken care of at North Oaks Medical Center (NOMC) by their team of hospitalist. Upon discharge, patients are returned to DCS Family Health Clinic for continued care. We also work with the many specialty physicians within the NOMC system and surrounding area. We provide in-house laboratory services and often send patients to NOMC or Cypress Pointe for imaging resources. Our electronic medical record allows us to receive patient results quickly and efficiently through our direct link with NOMC services. This is an important resource in meeting our goal of providing high quality care in a timely manner.

Welcome to our practice and thank you for choosing DCS Family Health Clinic for all your health care needs.

Sincerely,

Dr. Shannon Bagnet-Finley, owner/office manager

Dr. Finley and Staff