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OFFICE POLICIES

AFTER HOUR EMERGENCIES (985) 247-4567

1. Our provider is on-call for after office hours. When you call the above number press option 3 to speak to a provider on call.
2. Calls are then transferred automatically to the on call triage staff that will access the patient and then call the provider on call if needed. If the call is missed by the triage staff, it is usually returned within fifteen minutes. After placing your call, please turn off your answering machine and do not use the telephone until you receive a returned call.
3. Have a pen and paper ready to write down instructions. The on call triage staff and provider will need to know the patient's name, age, symptoms, present medications, etc. If your child has a temperature, please do not use forehead thermometer. Please inform us how the temperature was taken.

Except in cases of life-threatening illnesses or injuries, always contact the provider on-call BEFORE going to an emergency room. Many times suggestions can be given over the telephone that will avoid unnecessary emergency room visits. For cases that require immediate attention, please call 911 or report to your nearest emergency room immediately.

APPOINTMENTS

1. Appointments are available for Newborns and New Patients through the ages of 5 days old to 99 yrs. old.
2. Saturday appointments are available by appointment only for diabetes management one Saturday out of the month. These appointments must be scheduled in advance. No walk-ins are accepted on this day.
3. Walk-ins are accepted daily from 8-10:30 on Monday through Friday and 1-3:30 on Monday through Thursday.
4. Other appointments available are well child check-ups, well adult check-ups ADHD/ADD evaluations and check-ups for kids, child immunizations, annual school, sports and camp physicals, gynecological services, chronic disease management (asthma, diabetes, hypertension, thyroid disease, etc.), and acute sick visits.
5. Please bring Insurance and Identification information to each visit. We ask that all new information be given to the receptionist when signing in.

TELEPHONE CALLS

1. Except for medical emergencies, all calls should be made during office hours. To provide the most efficient, prompt service, the receptionist will ask for the following information: patient's name, date of birth, type of insurance coverage, parent's name and telephone number, and a brief reason for the call.
2. Messages regarding medical questions are given to the appropriate nurse or provider. Normally the nurse will be able to return calls more promptly than the provider. Our nurses are well trained and all advice given is reviewed and approved by the provider. If you desire further clarification or would like to discuss a special problem, please inform the nurse and the provider will be happy to return your call. If needed, the nurse may also schedule a clinic appointment at this time.
3. If the call is made after 3 pm, the call may not be returned until the next business day.
4. Patient treatment plans will not be discussed with anyone other than the parents or legal guardian of the patient.
5. Billing and insurance claim inquiries are directed to the insurance claims manager.
6. Questions about referrals are handled by the referral coordinator
7. Medical records questions and request are handled by the medical records department.

IMMUNIZATION RECORDS AND SCHOOL/CAMP FORMS

1. We require a 24 hour notice for all immunization record requests.
2. You may drop off school, college, or camp forms to the office. Once these forms are dropped off, they will be ready within 3 business days. If any immunizations are missing or due, the nurse will call to inform you of this.
3. Completion of forms outside of a medial visit will cost \$25.

MEDICAL RECORDS

If you are moving or need copies of your or your child's medical records, please sign a medical records release at your new doctor's office or you can sign one at our office. We send records with a written release to another physician's office free of charge. Any medical records that you request to pick up as a personal copy are subject to a copying fee. Please give us enough time to get the records copied before you need them. A copy of our release form can be printed out from our website. Please go to Forms page to download and print this form. If these records are requested for personal reason, use your patient portal to prevent paying a fee or contact the office to receive a medial record quote. This fee must be paid in full before the records are released.

REFERRAL TO SPECIALIST

All referrals to specialist must be approved by the provider if we did not already refer you. We will not complete a referral on new patients who have not first been seen by our provider. Please contact our Referral Coordinator for details.