

Office Policy

Appointments

You will receive an automated call to confirm your appointment. Please respond to the call. We will receive a report daily from our company stating whether your phone line was busy, a message was left on an answering machine, confirmed, phone was answered and no response was given or if your line was busy. You will still be charged accordingly for NO SHOW appointments.

Reminders are a courtesy. All patients are responsible to keep up with their own appointments. If you need to cancel your appointment, please call us as soon as possible. If you have any problems that concern you throughout the day PLEASE make every effort to contact our office between the hours of 8am – 4pm.

Patient Information

You are responsible for keeping us informed of **new telephone numbers; address changes, and insurance changes**. If you have a primary care doctor assigned by Medicaid you need to make sure your referral is up to date when you come in for your visit. You will be expected to call and obtain the referral and you will not be seen without it.

Emergencies

If you have an emergency at night or during the weekend you need to contact Dr. Tydings before going to the ER so we can send your records if necessary. Please call (985) 234-3617.

Cash Patients/circumcision fee

If you are not approved for Medicaid yet and are paying cash for your visit we will give you a receipt and Medicaid will reimburse you. If you are enrolled in the Louisiana Medicaid Program and you are having a boy and want him circumcised you need to make arrangements to have this paid in full before the delivery. The fee is \$175.00. You can make smaller payments at the time of your visits throughout your pregnancy. By the request of Lakeview and St. Tammany Hospital please have a pediatrician picked out by your 7th month.

Medical Leave/FMLA Paperwork

If you need paperwork completed for your time off during your pregnancy, delivery or surgery there is a \$15.00 fee to be paid up front and it may take up to 7 days to be completed.

Transferring Patients

In the event you transfer to another physician you are responsible for completing a Medical Release of Health Information form. We need a 7-day notice to have your records copied. It is free of charge from physician to physician. There is a charge if the requesting party is a patient, insurance company or attorney.

Test Results

We will either call you or mail a letter of your results usually within 10 days of your visit. If you have not received a letter or call by the 10th day please feel free to contact our office.

Phone calls and prescriptions

Please understand that the nurses and Dr. Tydings are seeing patients **all day long**. Please be courteous when we ask you to leave a message. It is in your best interest to give us the most information possible so when the nurse or Dr. returns your call we can have an answer or solution to your problem or concern.

Patient Signature

Date