

LILETTE DAUMAS, MD, PA
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CLINIC POLICY INFORMATION

Welcome to the practice of Lillette Daumas, MD. In order to ensure that all of our patients understand our policies, please read the following policy information carefully. Afterwards, please sign where indicated. You will receive a copy to keep for future reference. Thank you!

NO SHOW/LATE CANCELLATION

In case you can't show up for your appointment we ask you to cancel it 24 hours prior to the appointment time. Excessive no shows/late cancellations will be reviewed by the physician and you may be charged a missed appointment fee or dismissed from the practice.

REFILL POLICY

For any refills, first call your pharmacy; they will contact us. Routine refills will be called back to your pharmacy within one business day. Allow 48 hours to the next business day before you check with your pharmacy or us to see if the medicine was called in. Remember that we are not here on weekends or after 5:00 pm. This may seem like a long time, but it is necessary to provide you with the best medical care. Part of that care is ensuring that you have the appropriate lab work and follow-ups required for your condition. In order for this to occur, our staff must review your medical record before refilling medication. Make sure you allow plenty of time **BEFORE** you run out of medication to get your refill.

NURSE CALL BACKS

Each nurse at the clinic has a voice mail. Usually you will be asked to leave any message on that voice mail. The voice mail is listened to throughout the day and calls are returned no later than by the next business day. If your concern is urgent and cannot wait until then, you may speak with the receptionist. If a nurse is not available, a message will be taken and hand delivered to the nurse's station. Our nurses are sometimes not available to speak directly to patients when they call because they are taking care of patients in the office. They do, however, set aside time daily to return calls.

NURSE VISITS/LAB WORK

Nurse visits and lab work are by appointment only Monday thru Friday 8:30 am – 11:30 am and 2:00 pm – 3:30 pm. Make sure you find out if you need to be fasting for any labs ordered. These times for labs, blood pressure checks or injections are ordered by OUR providers. We DO NOT draw labs for other doctors.

MEDICAL RECORDS

This office holds your medical records in strict confidence. They will not be released to anyone without your explicit written permission. All requests for the release of records must be in writing. A reasonable fee based on the guidelines by the Texas Medical Board will be charged for the compilation of medical records.

I have read and understand the clinic guidelines of Lillette Daumas MD PA.

Patient Name (please print)

Signature

Date