

Inside Tips for Patients- Welcome! Now that you have been seen..

- **Ways to communicate** with your Dr./NP/PA in between visits: It's best to wait till next appointment but if something more urgent needs attention please

email- Contactus@wccmw.com

visit the website wccmw.com and click contact us and follow the directions

call 318-550-3398

Name/ who you see/ and the reason of contact.... More details the better... we can attend to your needs faster and sooner. There is a phone tree that you can leave your message with your particular "person" as well. Please don't say this is Jane Doe and have the doctor call me back.... More Details the better.... Another reason for detailed message... , the phones are always busy, we don't know how many times you have attempted to call us without a message!

- **Need refills?** Were my meds called in? : Check with your pharmacy first please! Do not call us and say meds were not called in, if you have not checked with your pharmacy first. If you need us to refill a medication , leave us the specifics and the pharmacy name and location. Make sure you request the refill as early as possible minimal 72 hours ahead of time is ideal. Make sure you have an appointment in the books.... If not, no medications will be called in. ***It is always best to do it during appointment time.***

- We specialize in psychiatry.. so we will treat you for all mood conditions (depression, anxiety, psychosis, eating disorders, ADHD, behavior, etc) and almost always sleep. In most cases, we do not allow you to be treated for these same conditions thru other doctors. This means **NO TWO DOCTORS NEED TO BE TREATING YOU FOR THE SAME THING.** This leads to medical mistakes and puts your life at risk. We have the right to discharge you from the clinic if this is not adhered to. It is for your safety that we stick with this guideline.

- Please be **on time** for your appointment.... We recommend 5 minutes ahead of time, even on telemed. We want to make sure you get seen. Even if we are running behind ... we need you to be available to be seen at your appointment time and claim your secured time. If you are more than 10 minutes late to your scheduled appointment (whatever the reason), you may be rescheduled- even on telemed.

- If you do not make it to your appointment and fail to cancel it in a timely manner, **you will be charged for the full amount of your appointment.** (please see the guidelines for specifics) The charge will have to be paid before scheduling the next appointment. To cancel or reschedule before 24 hours, you can call us or email us. *For Monday appointments... cancellation needs to be done Friday before 12.*

- We have no one "on call" after hours/holidays. If there is an emergency, please go to the emergency room. Our hours are generally **Monday- Thursday 830-430, Friday 830-1200.**

- Use our **website...** it's a great resource to have as a incoming, current, or outgoing patients.... The current policies and extended guidelines are on the website and were sent to you when scheduling your first appointment.

- Outstanding balances, no show charges and copays are due before the visit begins- telemed & in person.

- **Telemed** appointments are a perk thru this office. It is your responsibility to have the non-changing link in your possession more than 24 hours before the appointment. You may have to manually enter it in. The same responsibilities of copays/balances/ on time/ no shows --- apply to these appointments. Telemed appointments are offered at the doctor's discretion and are not guaranteed at every visit.

HOPE THESE TIPS HELP! AND ALWAYS LET US KNOW IF ANY ISSUES or QUESTIONS!