

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

-Ways to communicate with your practitioner 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 more than likely you will have to leave a detailed message but please do..

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 tip, the phones are always busy, so please leave a detailed message... if you are expecting to talk to a "live" person..... it may not happen.... Also, we do not know when you have tried calling us several times.... Leave us a message so we can help you fast!

- 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.

- 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 practitioners. 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. If you have an issue come up or your primary offers you meds for these symptoms – please tell them you will call us and we will address those issues. 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. 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. If you are more than 10 minutes late to your scheduled appointment (whatever the reason), you may be rescheduled.

- 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) To cancel or reschedule, you can call us or email us. We are very understanding if you are sick, and will reschedule but handle these situations on a case by case basis.

- 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.

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