

Northwest Internal Medicine  
8001 Youree Drive, Suite 580  
Shreveport, LA 71115  
Lillian A. Nelson, MD  
Ph: (318)212-3740 Fax: (318)212-3745

## Office Policies & Procedures

### **Late Appointments**

Our practice strives to provide not only the finest medical care, but also to provide a high level of efficiency and patient service. In order to have adequate office hour coverage, and to keep on schedule during our office hours, **Please arrive 15 minutes before your scheduled appointment, if New Patient, 30 minutes before your appointment** to complete paperwork and to call ahead if you anticipate being late for your appointment. If you arrive **15 minutes** past your scheduled appointment time, you will have to reschedule for another day or per the doctors discretion. If you need a prescription refill, the receptionist will have a nurse contact you within 24 to 48 hours to discuss your prescription refill. **All medications must be brought to every visit or the visit will be rescheduled.**

### **Missed Appointments**

**We require 24-hour's notice for cancellation of an appointment.** Missed appointments, without adequate notice, will be sent a warning letter along with the no show policy attached. The second no show will be charged a \$37 fee and the third no show will result in possible dismissal from the practice at the Physician's discretion.

### **Work Excuses:**

If you require a work excuse, please ask for it at the time of your appointment. **Work excuses are only allowed for the same day of a scheduled appointment or procedure. Any exceptions to this will be at the doctor's discretion.**

- ❖ **School excuses are only given to the patient(s) seen at their appointment time. They are not given to siblings if NOT seen.**

### **Nurse calls and medication refills:**

**Please allow 24 to 48 hours for your call to be returned.** Your phone call is automatically given to a nurse when you leave a message with the receptionist. Please do not make multiple phone calls to the office within the same day. We will return your call within 24 to 48 hours. If your call has not been returned within 48 hours, please call our office at (318) 212-3740 and ask to speak

to the manager. Always call 911 if you have a life threatening emergency. **Please note that prescriptions for controlled substances may take longer to fill so please call a few days prior to running out to ensure that the prescription will be filled in a timely manner.**

- You must inform us of the pharmacy you use to fill your prescriptions.**
- You must take the medication exactly as instructed. Do not change dosage amounts without talking to our office first. If you want to change medications you must bring un-used medicine with you to your next appointment.**
- You must keep all regular follow-up appointments.**
- It is important to make sure that you have enough medication to make it through the weekend or after hours. Medication refills will not be called in or refilled by the doctor on call after hours or on weekends.**

**Co-Pays/Deductibles:**

Co-pays and deductibles are due at the time of service.

**Disability Forms and Letters:**

- Our goal is to restore you to your highest level of function and, when necessary, to assist you with the completion of forms or letters in a timely manner. Our requirements for the completion of disability forms or letters are listed below:
  - Ten working days will be required for the completion of the form/letter.
  - The completion of some forms/letters may require an office visit if additional assessment is required.
  - We reserve the right to refuse to complete a form if it requests information that we do not have as part of your treatment plan.

**I have read and received a copy of the office appointment policy.**

\_\_\_\_\_  
Patient/Guarantor's **Signature**

\_\_\_\_\_  
**Print** Patient/Guarantor's

\_\_\_\_\_  
Today's Date

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**\*\*\*\*\*PATIENT COPY-KEEP FOR YOUR RECORDS\*\*\*\*\***

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