

POLICIES AND PROCEDURES

Appointments

- You will be asked to schedule your follow-up appointments for office visits, treatments or blood tests with the scheduler or one of the nurses in the treatment area.
- We will be responsible for pre-authorizing with your insurance; scheduling tests, procedures, and specialist referrals outside of our office (imaging studies, biopsies, procedures, etc.). *If the date set for the appointment conflicts with your schedule, it is your responsibility to reschedule the appointment with the outside facility.*
- **With your permission** we will contact you by phone and/or leave a message on your answering machine with the dates and location of your appointments.
- Also, **with your permission** we will remind you about long-term follow-up appointments by phone or by mail.
- We will try to accommodate your needs as much as possible. Please notify us about cancellations in advance.

Confidentiality

- All medical records and other information related to your diagnosis, condition and treatment are highly confidential.
- Release of medical information is done in accordance with federal and state law.
- In the interest of protecting your privacy, **we will not leave messages on the answering machine about your test results.**
- Also, information about your medical condition will not be released to persons other than the ones you give us **written** permission to do so.

Billing

- At your first visit you will be asked to provide us with your insurance coverage information.
- It is your obligation to inform us of any changes in your insurance information.
- **With your permission**, we will do all the billing and follow-up with your insurance company, so you do not need to be burdened by the paperwork involved in this process.
- Also, we will be responsible for pre-authorizing with your insurance company all treatments and tests rendered in our office or at an outside facility.
- Co-payments are due at the time of the visit. If that is not possible arrangements can be made with our office.
- If a referral is required for your visit, we will do our best to obtain it from your primary care physician. Occasionally, we will require your assistance in getting necessary authorizations.

Confidentiality and Release of Records

- Patient medical information is released only in accordance with federal and state law, and according to proper procedures for release of medical information release.
- All records of medical information are owned by the physician that is providing the medical care.
- You have the right to copies of the record upon written request.
- Original records are never released.

- You are the only one with the authority to release your records; unless you have given power of attorney to another individual (a copy of the legal power of attorney must be provided).
- When you become a patient of Pontchartrain Cancer Center you are asked to sign a release stating that we may provide copies of your records to your insurance carrier for processing of claims, and other health care providers that the physician refers you for continued care.

Summary of Services Offered

- The office is open Monday to Thursday from 8:00 am to 5:00 pm, and Friday from 8:00 am to 2:00 pm except during standard holidays.
- You can call us at **985-419-0025** and **985-875-1202** during business hours and your call will be directed to the appropriate staff member.
- Triage calls will be answered within 24 to 48 hours depending on the medical priority.
- If you are dealing with an emergency, you will speak directly to the nurse or the doctor.
- After hours, during the weekend, and holidays, call **985-419-0025** and the on-call physician will be paged to call your number. The call will be returned within 15 minutes. If you do not hear back from the physician within that time, please call the same number again and the answering service will try to reach the physician for you. (In certain locations the pagers do not work properly).

Prescription Refills

- Call your pharmacy at least 48 hours prior to the date you plan to pick up your prescription.

Physician Services

- We strive to provide the best quality care, offering you both standard treatments and participation in **clinical research trials**. Because people have been willing to participate in clinical research trials, there have been exciting advances made in the treatment of cancer. Participation is voluntary. If you choose to participate, the risk and benefits will be fully explained to you.

Nursing Services

- These include treatment administration, chemotherapy, hydration, antibiotics, growth factor therapy, supportive medications, and biological treatments.
- Also included are patient and family education; phone support; and emotional support.

Stress Management Services

- Private counseling services are provided by Carol Freeman, Licensed Psychologist. Contact phone number is 985-377.5722. Referrals available on request.

Services Available Upon Request

- Financial/Insurance Counseling
- Home Care Support Referrals
- Nutritional Counseling