



Lafayette Heart and Vascular Clinic

433 La Neuville Rd, Youngsville, LA 70592 | Phone: (337) 516-2800 | Fax: (337) 516-2801 | Email: patient@lafayetteheart.com

Patient Policy

Thank you for choosing our practice for your medical needs. We look forward to supporting your healthcare journey. To ensure efficient operation and the best care for our patients and staff, we have established the following guidelines. Please review and adhere to these policies.

Appointments

- **Office Hours:** Monday to Thursday from 8:00 AM to 5:00 PM, and Friday from 8:00 AM to 12:00 PM. For acute emergencies, call 911. For non-urgent matters, contact us via the patient portal or at 337-516-2800. You can leave a voicemail (option 2) for non-urgent issues or reach a live agent (option 3) for time-sensitive matters.
- **Medical Records:** Please request other physicians, offices, or hospitals to send your medical records to our fax number at 337-516-2801.
- **Punctuality:** We strive to honor all scheduled appointments. If you arrive more than 15 minutes late, you may need to reschedule or wait for the next available slot. Changes or cancellations must be made at least 24 hours in advance. Missing three or more appointments without notice may require you to find another physician.
- **No-Show Fee:** A \$25 fee may apply for missed appointments or cancellations without 24-hour notice. Insurance does not cover these charges.

Expected Standards of Behavior

We maintain a zero-tolerance policy for disruptive behavior towards our providers and staff. Disruptive behavior includes: interference with treatment plans, verbal threats or derogatory remarks, excessive noise, physical aggression, profanity or sexually inappropriate comments, possession of alcohol or illegal substances on premises, and providing false information. Disorderly conduct will result in immediate dismissal from our practice.

Medications

Please bring all medications, including prescriptions and over-the-counter items like vitamins, to each appointment. An updated list with medication names, strengths, dosages, and quantities is acceptable.

Refills

For medication refills, contact your local pharmacy and ensure they have our office's name and phone number. Refills are typically processed within 2-3 days. Do not call us for refill status; instead, check with your pharmacy. To avoid lapses in medication, request refills at least 7 days before running out. If prior authorization is needed by your insurance, you are responsible for confirming coverage.

Samples

Samples may be provided at the physician's discretion when starting a new medication but are not available on an ongoing basis.

Home Health

Home health patients should communicate directly with their home health nurse regarding medical issues or medication refills. The nurse will relay information to our office.

Test Results

We will discuss lab results during follow-up appointments. We will inform you of any urgent results as necessary. If you haven't received results within 7-10 days, please contact our office.

Scheduling of Procedures/Tests

After scheduling tests at another facility, you will receive all necessary information regarding your appointment. For changes, please contact that facility directly.

Referrals

Referrals are typically initiated by your primary care physician (PCP). Keep your PCP informed of any referrals made by our physicians. Our office will forward referral requests; if you do not hear from the specialist within 7-14 business days, please contact us.

Phone Calls

When calling our office to speak with a nurse, provide your name, date of birth, reason for the call, and callback number. Leave a detailed voicemail if nurses are unavailable; all calls will be returned promptly.

Emergency Appointments/Service

For life-threatening emergencies, call 911 immediately. For urgent issues after hours, reach our answering service at 337-516-2800.

Letters and Forms

A \$25 fee applies for completing letters and forms requested from our staff. Payment is due upon submission of paperwork; allow 10 days for completion. Requests from attorneys for medical records require patient authorization and pre-payment.

Patient Portal

Our patient portal offers established patients a convenient way to communicate about non-urgent matters but is not intended for urgent issues or new problems. Please allow 2-3 days for a response; if no response is received, contact our front desk at 337-516-2800 for assistance.

Wellness Visit Notification: Please note that a "Wellness Visit" or "Annual Physical" may not cover additional issues addressed during the visit. Additional problems will incur separate billing for co-pays, deductibles, co-insurance, and other related costs.