

We Welcome Our Patients

Revised 2-2018

Thank you for choosing our practice for your obstetrical and gynecological care. On behalf of the entire staff, we are delighted you have placed your confidence in us. We are committed to providing the highest quality of care. Our goal is to do this in a pleasant environment with courtesy and attention to your individual needs. Please feel free to share your comments with any staff member. Your suggestions are welcome.

Scheduling Your Appointment

Our office is open on Mondays, Tuesdays and Thursdays from 8:00am thru 5:00pm, closing from 12:00pm thru 1:00pm for lunch. On Wednesdays, from 8:00am thru 3:00pm, closing from 12:00pm thru 12:30pm for lunch. Fridays from 8:00am thru 12:00pm. Dr. Andre reserves Thursdays and Fridays for surgery. You can schedule an appointment by calling during regular business hours or online through the patient portal. Hours are subject to change.

Telephone Consultations

If you need to talk to the doctor, please make non-emergency calls during regular business hours when your records are available. Our receptionist will take some preliminary information and someone will get back with you by the end of the day. If you need to have a prescription refilled, have your pharmacy send a refill request. Our answering service will answer calls when the office is closed. Non-emergency calls can be left with this service.

As much as we love children, we must ask that you do not bring children to your appointments due to the risk that some childhood diseases pose to our pregnant patients. If you cannot find a babysitter, please call to reschedule your appointment. We are sorry for any inconvenience this may cause, but is in the best interest and health for our obstetrical patients. If you show up with a child, you will be rescheduled.

Code of Conduct

We here at Care & Comfort OB/GYN strive to maintain a professional and caring environment. Patients are to act in a professional courteous manner. Anyone acting otherwise may be asked to leave and/or released from care. Patients are expected to show up to scheduled appointments. We do understand that you cannot make it due to unforeseen circumstances; however we do require you to call us before the appointment so we may fill it with another patient. Failure to notify us repeatedly may result in you being released from care.

Emergency Situations After Office Hours

Dr. Andre will provide care after hours. However; Dr. Andre shares weekend call with other physicians. Our answering service will immediately forward messages concerning your needs to the physician on call. In a major emergency when there is no time to call, you should go directly to the nearest emergency room. We prefer that you go to Terrebonne General Medical Center on Main St. The Hospital will notify the physician on call immediately.

Notice Of Privacy Practices

This notice describes how medical information about you may be used/disclosed and how you can get access to the information. Please review carefully.

Protecting Your Privacy

Protecting your privacy and your medical information is at the core of our business. We recognize our obligation to keep your information secure and confidential whether on paper or the internet. At Care & Comfort Obstetrics and gynecology (hereinafter referred to as "the practice", privacy is one of our highest priorities.

Keeping Your Information

Keeping the medical and health information we have about you is one of our most important responsibilities. We value your trust and will handle your information with care. Our employees access information about you only when necessary to provide treatment, verify eligibility, obtain authorization, process claims and otherwise meet your needs. We may also access information about you when considering a request from you or when exercising our rights under the law or any agreement with you.

We safeguard information during all business practices according to established security standards and procedures, and we continually access new technology for protecting information. Our employees are trained to understand and comply with these principles.

Working To Meet Your Needs Through Information

In the course of doing business, we collect and use various types of information, like name, address and claims information. We use this information to provide services to you, to process your claims and to provide you with health information that might be of interest to you.

Keeping Information Accurate

Keeping your health information accurate and up-to-date is very important. If you believe the health information about you is incomplete, inaccurate or not current, please call or write us at 985-851-1001/ 1007 Belanger St Houma, La 70360. We will take appropriate action to correct any erroneous information as quickly as possible through a standard set of practices and procedures.

How And Why Information Is Shared

WE limit who receives information and what type of information is shared.

- *Sharing information within the practice. We share information within our company to deliver you the healthcare services and the related information and education programs specified in your plan.
- *Sharing information with companies that work for us. To help us offer you our services, we may share information with companies that work for us, such as claim processing, mail companies, and companies that deliver health education and information directly to you. These companies act on our behalf and are obligated contractually to keep the information that we provide them confidential.
- *Other. Patient-specific personally identifiable data is released only when required to provide a service for you and only to those with a need to know, or with your consent. Data is released with the condition that the person receiving the data will not release it further, unless you give permission.

If we receive a subpoena or similar legal process demanding release of any information about you, we will attempt to notify you (unless we are prohibited from doing so). Except as required by law or as described above, we do not share information with other parties including government agencies.

The Practice does not share any customer information with third party marketers who offer their products and services to our patients.

Count On Our Commitment To Your Privacy

You can count on us to keep you informed about how we protect your privacy and limit the sharing of information you provide to us- whether it is at the office, over the phone, or through the internet.