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GENERAL GUIDELINES FOR PATIENTS

Dear patient:

In order to improve safety, efficiency and prevent errors, we all need to do our part, the patient as well as the doctor and staff.

We implement the followings guidelines effective immediately:

- Bring all **medications** or updated list to **every** visit, including over-the-counter medicines. You must know your medicines by name and not just size, color or shape as all those can change when it comes to generics. You also need to know the condition/problem for which you are taking them and understand why. If you don't understand, ask.
- Update **contact information**. If your phone number or address changes, you must notify us ASAP. We cannot report results or remind you of follow-ups if we cannot get a hold of you.
- Let us know if you cannot **read**. While this might embarrass you, we must know this as much important information is in writing.
- **Prioritize**: Too many unrelated complaints causes confusion for me. If we are asked to deal with too many complaints at once, some things will be forgotten. Make a list of your problems and we will decide what we can discuss at the visit and what needs another visit. This is a situation when mistakes can happen or rushed decisions are made because our attention is not focused. Please understand we have limitations.
- Have **someone with you during your office visit** if you have trouble remembering instructions.
- If you get a **lab/test result** that you did not understand or that frightened you, call or make an appointment to discuss ASAP. On the other hand, if you do not hear about your results within 3-7 days, call the office. "No news" does not necessarily mean "Good news".
- Point out if we have **forgotten something**. We appreciate being reminded and will not take offense.
- Cancel **appointments** in a timely fashion. This is so others can be worked in same day if needed as you might need to someday.
- **When you call for an appointment**, make it clear what you need to be seen for and whether it is urgent but be reasonable in your demands. Sometimes we cannot work in everybody that wants to be seen on a same day appointment and we have to prioritize based on urgency.
- Notify me if you have **seen any other doctor**. This is to prevent duplication of meds, dangerous interactions, unnecessary/costly repeat testing and gives us a chance to obtain medical records to be available at the next visit.