



Coastal Health & Wellness

Serving, Healing, Caring

Welcome to Coastal Health & Wellness
Important Tips That Help Us, Help You

Once you have completed Coastal Health & Wellness registration requirements, you may make regular appointments at either of our clinic sites, or be seen as a walk-in during evening clinic hours and Saturdays. While we do see walk-ins, it is best to make an appointment by calling (409) 938-2234 to assure you are seen in a timely manner.

- Be sure to **check-in** for your appointment including lab and nurse only at the front desk.
- Has your phone number or address changed? Do we have a good cell phone number for you? Please **update your address and phone number** with the check-in so we have the most current contacts to reach you regarding your care.
- If insured, please **bring your insurance information**, such as your Medicare, Medicaid or private insurance card.
- Remember that a **clinic deposit is required** at the time of your appointment.
- If you know you will not be able to make a scheduled appointment, help us by **calling and rescheduling**. Please notify us 24 hours in advance by calling 409-938-2234.
- If the appointment is for a child please remember to **bring your child's immunization records**.
- In order to have the utmost respect for all patients and their time, **if you arrive late** for an appointment you may not be able to see your provider. Depending on your situation, a member of the Coastal team will work with you to reschedule another time or day.
- **If you need paperwork completed** by our office, please allow us 3 weeks to process your request. Please have your portion of the form already filled out before giving to the clinic staff.
- For your privacy and for the privacy and comfort of those around you, **please refrain from using your cell phone** while you are in the Coastal Health & Wellness Clinic.
- If you bring one child or more to the clinic with you, please bring someone to help. Children may not be allowed in some areas.
- **Bring all medication bottles** with you to each appointment, including any prescribed by other doctors. Also bring all over-the-counter medicines and herbal supplements. To avoid delay, tell us which medications you need to have refilled during your visit
- **To get medication refills** when there are none left on the bottle, please contact the pharmacy where your prescription was filled. Please give us at least 5 days to process your request. In some cases we will need to see you in the clinic.
- Bring a **list of questions or concerns** you have for your provider to review.
- **Financial responsibility for referrals** Coastal Health & Wellness medical and dental providers may refer patients to outside providers of specialty care or diagnostic tests. CHW patients are financially responsible for all referral care in accordance with the financial policy of the entity to which the patient is referred for specialty medical/dental evaluation or diagnostic tests.
- When you have **lab tests done at the clinic**, it usually takes about a week to get the results and for the provider to review them. You may receive a phone call from a nurse with instructions. If you have not received a call in one week, feel free to call us for your results. X-ray results may take a longer time to be reviewed by the radiologist so please wait two week before calling for these results.
- Ask your provider about a **follow-up visit** and make sure you receive a follow-up appointment before you leave the clinic. Also, ask your provider about scheduling a general physical examination for well screening.
- The **best time to call our office** is between 8:00 a.m. and 5 p.m. Monday – Friday. After hours and on the weekend our calls are answered by an answering service who can reach an on-call provider.