



# Your Guide To: A Visit with CIS



**CIS Houma**  
(985) 876-0300

**CIS Thibodaux**  
(985) 446-2021

**CIS Raceland**  
(985) 537-4000

**CIS Galliano**  
(985) 873-1685

**CIS Morgan City**  
(985) 385-6390

**CIS New Iberia**  
(337) 367-5200

**CIS Lafayette at  
Regional Medical Center**  
(337) 988-1585

**CIS at Lafayette General**  
(337) 289-8429

**CIS Crowley**  
(337) 788-2554

**CIS Opelousas**  
(337) 942-3006

**CIS Mamou**  
(337) 468-4010

**CIS Zachary**  
(225) 654-1559

**CIS Baton Rouge**  
(225) 308-0247

## How do I schedule an appointment?

Call any CIS location and request your physician of choice, or let us know which location is nearest your home. We will schedule an appointment time that is convenient for you.

Once an appointment is scheduled, the receptionist will obtain your insurance information over the phone in order to verify your coverage.

If time allows, we will send you a packet of information by mail. Please fill out the forms in this packet and bring them with you to your initial visit to speed up the check-in process.

Please arrive 15 minutes before your appointment time in order to complete all paperwork, and always bring your most current insurance card(s).

Please notify our office 24 hours in advance if you need to cancel.

## Will I need testing?

Depending upon medical findings and any symptoms that you are experiencing, some diagnostic tests may be ordered, including blood work. Most of the testing is done in our CIS clinics. At times, tests may be performed at an outside facility or hospital.

## What do I have to pay at my appointment time?

Payment of all copays, estimated coinsurance and deductible amounts are required at your visit. Copays will be collected at check-in for your convenience.

Always bring your current insurance card(s) and notify the receptionist if any personal or insurance information has changed since your last visit.

## Will my health insurance be filed for me?

CIS will make every effort to verify your coverage prior to your scheduled appointment, yet CIS cannot guarantee coverage of services by your insurance company.

As a courtesy, CIS will file your insurance claims for you and will communicate with your insurance company to resolve payment issues. However, in some circumstances you may be required to communicate with your insurance carrier to resolve these issues.

## Is CIS in my insurance network?

CIS is on the preferred provider list of many major insurance companies. Before scheduling an appointment, please verify that CIS is in your insurance network, and ask what services are covered under the terms of your individual plan.

## Will I always be able to see my physician?

As a patient at CIS, you can expect to see several different health care professionals. This is to allow for prompt and efficient health care that would not be possible from a single physician.

CIS believes that cardiovascular medicine is a team effort. At CIS, cardiologists, nurse practitioners, nurses, specialized technologists, and many others work together to bring you the best of care.

## Will I still need to see my family physician?

Yes. You will still follow up with your family physician for common illnesses, such as colds, arthritis, etc.

In some cases, your family physician may have referred you to CIS for cardiovascular testing only. In this case, your family physician will discuss results and follow your care through his/her office. Some cardiovascular conditions require that you follow up with CIS on a continual basis.

## How do I get my prescriptions refilled?

The best time to take care of prescription refills is during your office visit. At this time your physician can verify the medicines you are taking and make changes if necessary.

If you need your routine medications refilled between office visits, you should call your pharmacy with this request. The pharmacist will then contact us for a refill approval.

## What are the CIS office hours?

Most CIS offices are open Monday through Friday, except on certain holidays. Offices are generally open from 7:30 a.m. - 5:00 p.m. Hours and appointment schedules at some locations may vary slightly. Contact the CIS location that you visit for more specific information.

During normal business hours, phone calls and messages are addressed in a timely manner. All



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calls will be returned the same day.

A CIS physician or nurse practitioner is available to respond to your emergency medical needs 24 hours a day, seven days a week. If you need to speak with someone after hours, call our office and the physician or nurse practitioner on call will respond to your needs.

Phone number for my CIS clinic location

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## Patient rights and responsibilities

Respect for your basic rights as a patient is important to CIS. As a CIS patient, you have the right to:

- Considerate, respectful care with recognition of your personal dignity.
- Participate in your care by asking questions and gaining information regarding your problems, diagnoses, condition, treatment, and alternatives to care.
- Information about your health condition, diagnostic testing and treatment options.
- Make decisions regarding your care.
- Seek a second opinion.
- Privacy and confidentiality of your protected health information (except under special circumstances allowed by law, such as emergencies).
- Respectfully communicate concerns or complaints regarding your care.
- Research treatment information for which you may qualify.

## As a CIS patient you have the responsibility to:

- Provide, to the best of your knowledge, accurate and complete information about present problems or complaints, past illnesses, treatments and/or surgeries, hospitalizations, medication and other matters relating to your health to facilitate proper evaluation and treatment.
- Ask questions to gain an understanding of your condition or problem.
- Communicate any problems or concerns to your physician/provider.
- Follow the recommendations or treatment plan made by your physician/provider and avoid unhealthy practices.
- Keep all appointments. When unable to do so, call to notify us at least 24 hours before your scheduled appointment in order to allow another patient to be seen. Please reschedule all

missed appointments as soon as possible.

- Show respect and be considerate of the rights of other patients and their family members.
- Show respect to the health care staff and physicians/providers
- Assure that your financial obligations of your health care are paid as promptly as possible.

## Mission statement

The mission of Cardiovascular Institute of the South (CIS) is to provide our patients with the highest quality cardiovascular care available.

To that end, we pledge ourselves to:

- Technological superiority to assure the best means of diagnosis and treatment.
- Commitment to research so that our experience and commitment help create the next generation of techniques and technologies.
- Compassion for our patients so as to keep forever before us the goal of achieving the best possible medical results with the least possible discomfort.
- Communication to our patients, by word and deed, of our respectful appreciation to them for having honored us with their trust in our abilities and humanity.