

Our staff respects each patient's individual needs, encourages consistent communication, and looks forward to a lasting and meaningful relationship with each patient.

We believe the very best results are achieved when patients can establish a trusting, comfortable relationship with their medical team.

MEDICAL PROVIDERS

Maurice G. Wilkinson, MD
Family Practice

Susan Kraemer, MD
Family Practice

Stanly B. Heckrodt, MD
Family Practice

Frank Saunders, MD
Family Practice

Carleton K. Thompson, MD
Gastroenterology

Loren C. Owensby, MD
Gastroenterology

Jeff Henke, DPM
Podiatry

Robert Oakley, Jr., MD
Cardiology

Corey Scruggs, MD
Cardiology

Kelly Haas, PA-C
Amanda Kurtz, PA-C
Ben Psencik, APRN, FNP-C
Cynthia Heibel, FNP-C
Lauren K. Kutac, FNP-C



Clinic Hours

Monday - Friday 7:00 a.m. - 5:00 p.m.

Saturdays 8:00 a.m. - 12:00 p.m.

WALK-IN APPOINTMENTS AVAILABLE
DURING REGULAR CLINIC HOURS

Lavaca Family Health Clinic

Phone: 361.798.1200

Fax: 361.798.4200

1406 North Texana
Hallettsville, Texas

Lavaca Family Health Clinic

Patient Information



www.lavacamedicalcenter.com



Welcome to Lavaca Family Health Clinic

Frequently Asked Questions To Assist You As You Play An Active Role In Your Health Care...

What If I Cannot Keep My Scheduled Appointment Or I Am Running Late?

- If you need to cancel or reschedule an appointment, we ask that you call the office 24 hours in advance.
- If a circumstance arises in which you are unable to call 24 hours in advance, please call as soon as possible.
- If you arrive 15 or more minutes past your scheduled appointment time, you may be asked to reschedule or be given the option of being a worked-in patient.

Why Is It Important To Bring ALL Medications To EACH Appointment?

- Medications are a very important part of your healthcare; we as providers need to ensure when prescribing medications that they do not interact with any of your current medications, including: prescriptions, over the counter, vitamins, and herbals.
- If there is a concern that one of your medications is causing a side-effect we will be able to inform you exactly which medication you should refrain from taking.
- It is very important that you do not run out of, or miss any doses of, your medications. If you are in need of a refill we can assist you at the time of your appointment.

How Do I get A Prescription Refilled If I Am Not Due For An Appointment?

- We ask that you contact your pharmacy for a refill when you have *one* week of prescription remaining. The pharmacy will then contact your physician to obtain an authorization to refill your medication.

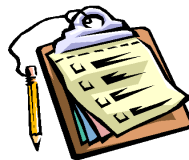
- We understand that at times you may not be able to request your medications a week early, if this situation occurs, please allow our office 24-48 hours to authorize a refill.

What is the Process for Completing Lab & X-Ray Testing?

- Orders for your testing may be obtained from the Clinic front office staff, or will be given to you at time of appointment by your provider.
- Any lab tests or X-Ray exams ordered by a clinic practitioner can be completed at Lavaca Medical Center. Please stop at LMC Registration before going to the lab or x-ray departments.

How Do I Get A Copy Of My Lab/X-Ray Reports?

- If you are in need of a copy of your reports to be sent to another provider, please let our staff know and it will be our pleasure to provide a copy to their office.
- You may obtain a copy of your report during your scheduled appointment time.
- If you do not have an appointment, you may come by the clinic office to sign a release for the records during regular clinic hours.
- Lavaca Medical Center/ Lavaca Family Health Clinic has a Patient Portal for our patients to utilize. The Patient Portal allows patients to view LAB reports within 48 hours of when the test was performed. At this time X-Ray reports are not available on the portal. To be able to view results on the Patient Portal, you must sign up for a user account. Please speak with one of the LFHC front office staff or one of the LMC Admissions clerks if you are interested in creating a secure Patient Portal account.



What Is A Release For Records?

A **Release of Information Authorization Form** must be completed in writing and signed by the patient or the authorized legal representative. Only the designated person on the request form will be authorized to pick up the records.

How Will I Be Informed Of My Test Results?

- If you have an appointment scheduled to review your lab/x-ray results, you will receive those results at that time.
- If you do not have an appointment scheduled, you will be notified by the chart nurse of your results once the physician reviews and acknowledges the reports. Please allow 24-72 hours for notification.



What is a Chart Nurse?

The **chart nurse** is a licensed vocational nurse who is responsible for the communication between you and the provider. The chart nurse receives all test results, phone messages, medication refill requests, consult reports, and home health questions. Once the nurse receives those items, she reviews them and passes them along to your provider. After the chart nurse receives a provider response, she will contact you, or the appropriate facility, with the provider's orders. The chart nurse is available to assist you with any questions or concerns you may have regarding your healthcare, Monday through Friday, 8-5.