



STERLING

Family Medicine Clinic

1831 Rousseau St., New Orleans, LA 70130 504-265-0382(o), 504-218-4151(f)

Policies

In order to serve all our patients equally, please understand the following:

We do not accept Worker's Compensation (work injury) nor No-fault (car accident) insurances. If you have a visit related to any of these conditions, full payment is expected at the time of service.

A \$25 fee will be charged for missed appointments without a 24 business hour notice.

A telemedicine fee will be charged for the reissue of prescriptions and medication refills not prescribed during a visit.

A \$75 deposit is required for all patients with deductibles, coinsurances on their insurance plans. Alternatively, you can leave your credit card information on file.

Patients that are more than 30 minutes late to an appointment need to call to reschedule.

If a referral is required, please give us a 24 business hour notice.

You are responsible to inform us of any address, phone number, and insurance changes.

Payment is expected at the time of service. We accept cash, major credit cards and money order.

If payment is not received by the due date, your account may be forwarded to an outside agency to help us collect the outstanding balance and your express consent is given to call your landline/cell phone.

Patients aged 17 and under must be accompanied by a parent/guardian. during their visit, unless the child has an issue regarding sexuality/contraception.

Self-Pay patients will be charged \$150 for their initial visit.