



BAYOU CITY BREASTFEEDING

Lactation Consultants and Infant Feeding Specialists

Thank you for scheduling your Lactation Consultation with us, we look forward to meeting and helping you. Please take a minute to read through the following information about working with our practice.

1. **Communicating with us**

We use [Spruce Health](#), a HIPAA compliant application, to communicate securely with our patients. We will be sending you an invitation to download the Spruce Health Application on your phone. We find that patients prefer to communicate using the application, as it lets you know who you are talking with and keeps our communications separate from your personal messages. The application allows us and you to send pictures, videos and files securely, and you will have a history of our conversation in one place.

2. **Required forms and paperwork**

You will receive intake forms via email from Bayou City Breastfeeding. We require that all patients complete the intake forms at least 24 hours PRIOR to your scheduled appointment. Failure to complete the intake forms may result in your appointment being rescheduled or delayed. The intake forms are also required for us to use your insurance benefits. Please let us know if you do not receive the forms via email within the next hour.

3. **Insurance**

Bayou City Breastfeeding (BCB) has IBCLCs that are in-network with many Aetna plans. Unfortunately, we are NOT in-network with any other insurance provider. For other patients, we offer a timely-payment discount, but we do NOT file insurance claims. We suggest that you contact your insurance provider regarding reimbursement for our fees, and have provided a document with more information about talking to your insurance company.

To make filing your claims with your insurance easier, we can recommend using "[Better](#)," a company that will file your claim for you and assist with getting reimbursement. (<https://getbetter.co/>)

4. **Trip / Convenience fee for home visits**

If you have chosen to have a home visit, the trip fee/convenience surcharge will be charged to your credit card after your visit. Our standard trip fee/convenience surcharge is \$60 per visit.

5. **Cancellation fees**

If you need to cancel your appointment, 24-hour notice must be given to avoid being charged a cancellation fee. Late cancels or no-shows will be charged a \$50 fee.

6. **Join our community**

Join our Facebook support group [Bayou City Breastfeeding Parents](#) where you can post questions, share your experience and get support from our IBCLCs and other parents.

We also want to invite you to "like" our [Facebook page](#), where we post lots of good information about breastfeeding. You can find our Facebook page at <https://www.facebook.com/bcbreastfeeding>