

## 2019-07-22 LSUHC Appointment Scheduling

Call - 504-412-1517

### Reschedule Dr. Mike Charlet Notes:

- From previous 7/11/19 11:00 am appt
  - o Which was cancelled due to in climate (severe flooding) weather.

### Schedule EEG Notes:

- Ordered by Dr. Piotr Olejniczak on 7/9/19

11:51 am Called 504-412-1517

- Called to reschedule my current
- 2019-08-08 9:30 am Dr. Mike Charlet
- Called and got the 2019-09-19 11:00 am Dr. Mike Charlet
  - o As new new and final appointment time for that said day.
- Got the receptionist to fix the EEG that was improperly ordered by Dr. Olejniczak on 7/8/19.

11:57 am called 504-702-5700

- Called university medical center
- Got transferred again after reaching 1<sup>st</sup> operator. Likely transferring me to whoever does scheduling for EEG's.
- Waiting on hold to now schedule the EEG now that date for order written on 7/8/19 is corrected (should be).
- University claims that date is still incorrect.
  - o As of called 12:02 pm 7/22/19.
  - o On her end the date still appeared as expiry of 7/9/19.
  - o Says to call her back tomorrow on 7/23/19, maybe the new order/fixed order will have updated?

12:09 pm called 504-412-1517

- Gravier multispeciality clinic
- They, gravier, has to get their, gravier. Scheduler, a woman employee. To contact my insurance and get authorization for EEG.

- It was authorized from the 7/8/19? – 7/18/19 before. But since it has not as of 7/22/19 expired. They need to get it re-authorized. Since it has since not been authorized.
- She, Gravier, receptionist said to call them, Gravier back on 7/23/19 evening. Or possibly after this fact.
  - o As they could have it done then. I need to check with them Gravier. To before calling university back and trying to get the EEG scheduled.

2019-07-26 1:21 pm called 504-412-1517

- Called gravier multispecialty clinic to check up on the status of my EEG. If/has/was been approved by my insurance, payment pre-approval. And wether or not it is ready for me to schedule with University.
  - Calling university that is and directly schedule with them.
- 1:22 pm on phone w/receptionist
- She gave me 504-702-5700 ask for radiology
  - b/c its ready to schedule with University's scheduling
  - ask for radiology and say you need and EEG done. Or have orders for one/need to get it scheduled.

2019-07-26 1:24 pm called 504-702-5700

- called scheduling to try and get EEG scheduled
  - Directed to radiology, normal. Then they put me on hold b/c of unknown issues. As of writing 1:29 pm am waiting on hold.