

Visit preparation details...

- Prior to your enrollment visit there are two important paperwork details / tasks for you....
First, please **print out** the one sheet **Consent For Care** which we will email to you. We need a real actual paper copy of that one page for your file, with your actual physical signature. Delay signing it until any questions about it are answered. Please let us know ASAP if you have any questions, or if you do not have a printer available. Second, you will be emailed an **Intake Questionnaire**. That form needs to be **completed & returned before the date of your Joyful Start appointment**. Sharing information pre-appointment streamlines the valuable time we will have to spend together ---
We'll review all your information, plan your unique visit, & be prepared to specifically support your goals.
- The first visit will be lengthy -- normally a focused intake visit requires 90 min to 3 hours. Please block out that full amount of time. If possible have another adult responsible for any young siblings.
- Do not clean your house or bake cookies! We are not "company" --- you are not entertaining us!
- **Never delay baby's feeding** waiting for our arrival. Babies need to eat on their own unique schedule. There will be plenty for us to do together working around baby's feeding cues.... So don't stress about rearranging baby's meal pattern.
- Please let Dad know he is encouraged to be present, and he is very welcomed. His questions are very important, and his participation is needed in baby's care. We want to know if the appointment time fits his needs – we are flexible.
- If you have another adult (nanny or grandparent perhaps) who is closely involved in your baby's care, who you would like to include in your appointment, that is up to you. If modesty is a concern do consider that a breastfeeding session will likely be observed --- your breasts & nipples will probably be exposed & assessed.
- It is wise for the assessment part of any visit to be in the place where you normally breastfeed. Good lighting is needed to assess latch, and to do a proper oral assessment – we may utilize a penlight or a headlamp.
- **All pets must be completely contained during our entire time together**. We are all huge animal lovers, but pets are surprisingly unpredictable with a stranger around a new member of their pack. The most well trained, calm, old, happy & friendly pet can behave in an oddly protective manner if they misjudge anyone getting too close to their baby.
Also, many of our clients have cat allergies-- so cats also need to be fully away from us, our exam bag & our supplies.
- Payment for any incidental supplies is preferred via a check, made out to Joyful Start LC, or in cash-- exact amount please, we do not carry any cash out on our road trips.
- **Travel Fees**, which are never covered by any insurance policy, are included at no extra cost if any visit is within 30 miles of the UVA campus, or if we have already discussed an unusual situation, otherwise we will collect 50 cents a mile
- If your insurance is via **Aetna** we will collect a co-pay of \$ 50 per visit, and then file for you for your visit's remaining fee. Usually that co-pay is recoverable upon your appeal to Aetna – we'll help you with that process.
- For non-Aetna clients we require full payment at the point of service. We prefer payments using personal checks or cash, but we also can take VISA or MasterCard. We offer discounts based on need of 10% if you are paying in cash or via a certified check made out to Joyful Start LC, ... so please let us know if you are WIC enrolled or uninsured.
Also we're able to accept cards linked to a flexible spending account without any additional fees.
- Your IBCLC will be on the road to you leaving mid Charlottesville well before your appointment slot If she is more than 15 min off schedule she will call or text you. She will be carrying your "best contact number" which you provided; please double check our communication to be sure that is the monitored number. The emergency cell she carries is the 434-960-0187 cell . Please, if there is any *unusual* parking situation (like a restricted numbered space) or any unique *difficulty in finding your address* (like a hidden driveway or an unmarked doorway) let us know now of those details.