

# Preparing for your Indy Lactation Care consultation

Please review the following instructions prior to your visit to ensure that we can make the best use of the time we have together.

If you have any questions please text 317-495-8967.

## All Visits



Please **check your email** for confirmation of the date and time of your appointment. This will also provide you with a link to your Milk Notes account where you should **complete the health history** information and sign your **consent forms**.



It is ideal if your baby is hungry so we can best assess a feeding. We request that you **do not give your baby a full feeding less than 2 hours prior to the visit**.



**Please pay your travel free or self-pay fee.** Payment is due prior to your visit. If you have not already, you will receive a text with a link to pay.

**\*\*Please note:** There is a **\$100 fee for cancellations** not made 24 hours in advance or for no-shows. To cancel, simply text 317-495-8967\*\*

### DURING YOUR VISIT EXPECT...

- Review of medical history
- Breast exam and infant oral exam
- Assess/assist with feeding; evaluation of positioning, latch and equipment
- Pre/Post feeding weight
- Development of a feeding plan
- Assessment of pump/flange fit
- Schedule of a follow-up visit as needed

### AFTER YOUR VISIT...

- Monitor intake/output
- Follow through with care plan
- Email your IBCLC with questions or concerns
- Schedule with providers as suggested
- Schedule a follow-up visit at indylactationcare.com or by texting 317-495-8967

As a safety precaution, the clinic door is locked. When you arrive to the clinic, please text 317-495-8967 to inform your consultant you are there. Stay in your car and she will let you in when she completes her previous consultation.

Bring anything you use regularly in feeding or have questions about- any ointments, products, pump, flanges.... We will review all of it together. You can also bring a support person if you like.

### Clinic Visits

At the office of Indy Myofascial Release  
8770 Commerce Park Place, Suite E  
Indianapolis, IN 46268  
(There is no "Indy Lactation Care" sign on the door)

Be aware that some browsers are incompatible with the MilkNotes virtual platform.

We will open the visit 5 minutes before the consultation and wait for 10 minutes after the start time. If you do not join by that time, it will be considered a no-show.

Feel free to text if you are having difficulties signing in.

Video consultations are HIPAA-compliant and secure. You can breastfeed/pump during the consultation with confidence of privacy.

### Virtual Visits

You can access your visit through your visit confirmation email or by logging in to your Milk Notes account and clicking the camera icon.

## Preparing for In-Home Visits

- ✓ **For prenatal visits**, have any pump equipment/other items accessible
- ✓ Please have **all pets secured** in a different room during the visit
- ✓ Clear a firm **counter/table space** for the scale
- ✓ Have **pump parts clean and ready** for use
- ✓ The consultant **may arrive 15 minutes before/after** the appointment time based traffic. You will receive a text if she is running outside of these parameters
- ✓ It is ideal if your baby is hungry when we arrive so we can assess a full feeding, so please plan for this and **avoid feeding your baby 2 hours prior to visit time**
- ✓ We do have **interns** that are sometimes present. Please let us know 24 hours prior to your appointment if you do not wish for an intern to be present.

### Our Guarantee

*If your insurance covers your consultation, in a few weeks you will receive an EOB (estimation of benefits). There will likely be a "balance due". We guarantee that Indy Lactation Care or The Lactation Network (TLN) will not send you an additional bill for the remaining balance. Your consultation has been covered in full.*

Have questions? Just text 317-495-8967 or visit the FAQ page at Indylactationcare.com

Please follow Indy Lactation Care on **Instagram or Facebook!**  
Also, if you have been pleased with your care, please leave us a **Google Review**. Thanks!!