

OFFICE POLICIES

WELCOME TO OUR OFFICE

This practice provides general pain management for a variety of pain disorders: treatment includes injections and other specified procedures.

Office hours are Monday through Friday 9:00am - 5:00pm. The doctors share the operating room and perform procedures Monday through Friday.

APPOINTMENTS

Appointments are pre-scheduled. Failure to keep a follow-up appointment or cancel a follow-up appointment with less than 24 hours notice will result in a \$50.00 surcharge and missed procedure appointments will result in a \$100.00 surcharge. If a patient misses two appointments, we will assume they are being treated by another physician and will be discharged from our care.

REFERRALS

This is a secondary medical practice and before we can see you, a proper referral from your treating physician needs to be made. We do not see self-referred patients.

HOSPITALS

Dr. Arif and Dr. Austin are affiliated with Rancho Springs Medical Center.

RECORDS

Records will be kept for a specified period of time according to legal requirements. Copies of records can be transferred to other physicians upon receipt of written notification from the patient at no charge. Unless requested by a physician there will be a fee of \$25.00. It is expected that the patient would provide the office with at least 10 business days notice when requesting records.

BILLING/INSURANCE

(Temecula Pain Management)

The office policy is that payment is due at the time of services unless you have insurance for which Dr. Arif and Dr. Austin are participating providers. Co-pays and deductibles are due at the time of service.

(Murrieta Center for Pain)

For procedures done at this facility, there is a separate fee from Dr. Arif's and Dr. Austin's professional fees like in other surgery centers and hospitals. This is known as a facility fee. These fees pay for maintenance of the surgery center, personnel, insurance, rent, supplies, linen, equipment, medications, etc. A fee schedule is used to determine fees and we will accept most insurance payments with standard deductibles paid.

INTEREST

An interest rate of 10.00% will be charged on all overdue accounts of 60 days or more as a late payment charge.

MEDICATIONS

Medication refills will be considered DURING OFFICE HOURS ONLY. This is to conform to California Pharmacy statutes and prevent people from acting or posing as patients. This also prevents the possibility of people obtaining medicines by illegal means. **Patients should contact their pharmacy 2-3 days prior to the needed refill as the prescribing physician may not be immediately available the same day the medication runs out.** It also permits accurate records of medicine consumption to be maintained in the patient's chart for review by the State Pharmacy Review Board if necessary.

DUE TO STATE PHARMACY REGULATIONS, REFILLS OF CONTROLLED MEDICATIONS WILL NOT BE APPROVED FOR PATIENTS WHO HAVE NOT BEEN SEEN IN OUR OFFICE FOR 30 DAYS OR MORE.

If you have any questions concerning our office policies and /or procedures, please contact our office.

I have read these policies and ACCEPT these terms.

Signature

Date

Print Name