



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. We will treat you with kindness and respect; we expect you to do the same with our staff. Disruptive, threatening or abusive behavior toward staff or other patients will not be tolerated.

APPOINTMENTS

Appointments are pre-scheduled. We do not offer walk-ins or emergency care. Failure to keep or cancel a follow-up appointment with less than 24 hours notice will result in a \$50.00 missed appointment fee. Failure to keep or cancel a procedure appointment with less than 24 hours notice will result in a \$200.00 missed procedure fee. This fee must be paid before scheduling any future appointments. If a patient misses two appointments without providing proper cancellation notice, we reserve the right to dismiss the patient from the practice and refuse scheduling of further appointments. This policy is in place to ensure appointment availability for all patients and promote continuity of care. Patients are expected to arrive 15 minutes prior to their scheduled appointment time to complete any necessary paperwork.

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 \$50.00. Patients should provide the office with at least 10 business days notice when requesting records.

BILLING/INSURANCE

Payment is due at the time of services unless you have insurance for which our clinicians are participating providers. Co-pays & deductibles are due at the time of service. Interest rate of 10.00% is charged on all overdue accounts of 60 days or more.

MEDICATIONS

Medication refills will be considered DURING OFFICE HOURS ONLY. For non-controlled medications, patients should contact their pharmacy 2-3 days prior to the needed refill as the prescribing clinician may not be immediately available the same day the medication runs out. Refills of controlled medications are typically ONLY approved during an appointment.

TELEHEALTH PATIENT CONSENT

Under some insurances (including Medi-Cal) you have the option to receive services in person in a face-to-face visit or telehealth. If you have trouble accessing in-person services due to transportation, Medi-Cal provides coverage for transportation services when other resources have been reasonably exhausted. There may be limitations or risks related to receiving services through telehealth rather than in person, such as limited physical exam leading to possibly missed diagnoses. If you choose to receive services by telehealth, you may change your mind at any time by letting us know. If you change your mind about using telehealth, you will still have access to services covered by your insurance. Knowing all of this, please indicate below whether you would like telehealth services as an option.

I have read these policies and ACCEPT these terms. If you have any questions concerning our office policies and/or procedures, please contact our office.

*****Do you want the option of receiving telehealth services from us now or in the future? YES NO**

Signature

Date

Print Name