

INFORMATION FOR PATIENTS

Thank you for choosing us as your health care provider. We are committed to providing you with the finest health care available with a courteous and helpful staff. In order to make this process as smooth as possible for our patients, we offer this information outlining some of the policies followed by Eastern Regional Pain Specialists.

Our office hours are Monday-Thursday, 8:00AM-4:30PM. We are closed on Friday. Eastern Regional Pain Specialists does not provide after-hour care. I understand that if I feel I need emergency medical care after normal business hours, I will call my family physician or go to the emergency room, and will notify Eastern Regional Pain Specialists regarding this incident.

Consultation Policy: You must have a local primary care physician. This physician must agree to play an active role in your care after your initial consultation in this office and will be informed of any new recommendations and/or treatments by our provider.

Copayments: Insurance copayments and deductibles must be paid upon the patient's arrival. We accept cash, checks and Visa/MasterCard. Insurance is filed as a courtesy to you. We expect that any and all balances will be paid in full upon receipt.

Self-Pay: As a self-pay patient of Eastern Regional Pain Specialists, a 20% discount will be given to our uninsured patients and must be paid in full at the time of service.

Our office policy requires that we perform random urine drug screens. Since this is not a scheduled service, this balance must be paid in full within 30 days.

Please remember that the charges incurred must be paid at the time of service to receive this discount. If not, charges will not be discounted and the balance must be paid before next prescription pickup.

In the event that your account is delinquent you will need to bring your account up to good standing prior to seeing the provider and/or prior to prescription pick up.

Proof of Insurance: All patients must complete our patient information form before seeing the doctor. We must obtain a copy of your valid driver's license and current valid insurance card(s) as proof of insurance. If you fail to provide us with the correct insurance information in a timely manner you may be responsible for the balance of your claim.

Worker's Compensation: If your visit to our office is under Worker's Compensation we must have a documented referral at the time of your visit or have your adjuster call and give information about your case prior to your visit. Failure to provide this information may result in your office visit being rescheduled.

Coverage Changes: If your insurance changes, please notify us before your next visit so we can make the appropriate changes to help you receive your maximum benefits. If you do not provide us with the correct insurance information in a timely manner, you will be responsible for the entire balance.

Third Party Payers: If you are being represented by an attorney as a result of an accident or injury and are expecting reimbursement from a third party, you are still responsible for your bill at the time services are rendered. No arrangements will be made based on prospective third party payments.

Outstanding Balances: It is your responsibility to keep your account with us current. This includes all outstanding balances due resulting from co-pays, deductibles, non-covered services, billing adjustments, etc. that are reflected in your Explanation of Benefits received from your insurance company and billing statements received from us. You must pay these outstanding balances in full prior to seeing the physician for your next appointment. Non-receipt of a statement(s) from us does not excuse your obligation to pay your outstanding balance.

Collections: If your account is over 90 days past due, and payment arrangements have not been made with our office please be aware that your account will be referred to a collection agency and you will be dismissed from our practice.

Tardiness: Please call if you are running late. Patients arriving more than 5 minutes late may be asked to reschedule. Obviously, we try to deliver the same respect for your time; if we are running late you will be informed and given the opportunity to reschedule.

Walk-Ins: Eastern Regional Pain Specialists is not a walk-in facility. Because our schedule does not allow time for walk-ins, patients who walk-in and ask to be seen without an appointment will be scheduled to see the doctor at another time.

Medication Refills: Prescription refill requests are to be called in 48 hours prior to pick up. We will not call you to let you know your prescription has been filled. If you require a refill to be done in less than 48 hours, we will call you if we are **NOT** able to do this. Use our automated line for all refills. Leave your name, date of birth, telephone number, name of medication, and date you will pick up the prescription.

Disability Forms: Our providers will not complete Disability Forms for our patients.

Medication Contract and Policies: Depending on the treatment prescribed for you, you may be required to read and sign a Medication Contract. This contract is designed for your protection and will insure the safe and proper usage of prescribed medications. This contract may involve random pill counts and random urine drug screens.

We cooperate with all law enforcement personnel regarding medication deviances.

CANCELLATION & NO SHOW POLICY

Failure to keep your scheduled appointments at Eastern Regional Pain Specialists hinders our ability to provide the best of care to our patients.

We would appreciate the courtesy of a telephone call if you are unable to keep your appointment. Please notify our office at least **twenty-four (24) hours** prior to the appointment time if you need to cancel. Failure to do so will result in you being billed a missed appointment fee.

Repeated late cancellations or no shows are disruptive to the optimal delivery of care to you and our other patients. As a result, **multiple late cancellations, excessive reschedules or missed appointments will be considered grounds for possible discharge from this practice.**

If an office visit is missed without a **twenty-four (24) hour** notice you will be held responsible for the missed appointment fee of \$35.00. The missed appointment fees will need to be paid prior to being seen again by our physician.