

General Office Policies

Our Mission

To offer a multidisciplinary evaluation/treatment for acute and chronic pain syndromes, as well as cancer pain. Our goal is to achieve maximum pain relief for the greatest length of time possible and to facilitate the return to a normal, productive life.

Office Hours

Elkhart: Monday, Tuesday, Thursday, & Friday 9am – 4:30pm, Wednesday office lobby is closed

Plymouth: 1st and 3rd Wednesday of each month 8am – 10:30am

Appointments

Please call during regular clinic hours. If you are unable to keep your appointment, please let us know as far in advance as possible. **If you call to cancel with less than a 24 hour notice, you may be subject to a late cancellation fee of \$25.00 cash. If you NO SHOW for your scheduled appointment, you will be charged \$25.00 cash.** In addition if you chronically NO SHOW, or cancel your appointment 3 times or more, you will be discharged from our practice. It is the responsibility of the patient to be at your scheduled appointment. Reminder calls are a courtesy. If you are more than 15 minutes, late you will be asked to reschedule.

Phone Calls

The reception desk will return phone calls in order of urgency. We strive to return all calls will be returned within 24 business hours. Please leave only one message per 24hrs.

Prescription Refills

Prescription refills will only be given during regular office hours; with 5 full business days advance notice (one week). Do not expect to receive your refills if you don't follow the refill policy timeline. No refills/new prescriptions will be given on weekends or on Wednesdays. *Please be aware we do not give out 90 day scripts for controlled medications. No exceptions!*

Notice of Privacy Practices

Interventional Spine & Pain, PC respects your privacy. We understand that your personal health information is very sensitive.

Financial Policy

Preferred method of payment is insurance or cash. Private Pay patient's cash only! **Payment is due in full at time of service. No exceptions!**

Insurance

It is the patient's responsibility to contact your insurance to make sure you are eligible for services. If you are not eligible for services, you will be responsible for fees incurred from the ineligible appointment.

Co-Pays

Insurance requires that co-payments are collected at the time of service. If you cannot provide your co-payment at check-in, we are required to reschedule your appointment.

Appropriate Conduct

We have a Zero tolerance policy for any patient who behaves inappropriately to clinical staff, office staff and physicians. Such actions will cause immediate discharge from our clinic (ex: cursing, violence, verbal threats etc.)

Medical Forms: Interventional Spine & Pain, PC management charges 10.00/per page fee. This applies to forms that need to be completed and signed by the physician. Forms will take from 7 – 10 business days to be completed. Forms not accompanied with payment will be returned incomplete. **We must have payment before the forms are filled out so we can block adequate time for the doctor to complete forms. In addition these forms must be turned in to the doctor at your scheduled appointment for disability determination.**

Delinquent Accounts If your account is delinquent you will receive a letter from our Billing Department notifying you that you need to make a payment to clear your account. If you cannot pay the whole bill, we expect you to contact the billing department to make payment arrangements. If payment is not made, your account will be turned over to a collection agency. In addition you will no longer be offered services until this has been taken care of.