



Office Policies

Thank you for choosing Southeast Regional Pain Center for your health care needs. In an effort to maintain a successful patient-provider relationship with our practice, we have the following policies that we request you read and sign annually. We are available to help clarify any of our policies. We strive to provide patients with the highest level of customer service. Dr. Barngrover & our entire team appreciate and welcome your feedback to improve services, address any personal concerns regarding your medical care, or office experience.

Please Initial each blank line. Write your full name and date of birth on page 2.

_____ **Prescriptions** – Our providers strive to have your medications available as soon as possible. Our providers request 24 hours of your patience, to complete electronic transactions. For compliance purposes, we are not able to provide paper prescriptions. Prescriptions are not authorized on weekends, holidays or other office closures. Prescriptions will not be authorized early or prior to scheduled office visit. Patients maintain responsibility for appropriately managing the use of their medications. Lost or stolen medications will not be refilled. Our office cannot accept unused or unwanted medications, please properly dispose of medications at your nearest drug drop box location. If you are admitted as an inpatient at locations such as a hospital, rehabilitation facility or hospice, our providers are not able to treat you or provide medication refills, your treatment should be handled by the in-house provider at that location.

_____ **Appointments** - We value your time and want to give you and your health issues our utmost attention. Therefore, if you arrive late for your appointment, you may be asked to reschedule in order for you to have ample time to get your health concerns addressed. We ask that you kindly give at least 24 hours' notice when canceling or rescheduling an appointment. We do charge \$20.00 for missed appointments and appointments canceled or rescheduled within 24 hours of your appointment time. By failing to arrive on time or attend your appointment three times, we reserve the right to no longer continue the patient-provider relationship. For the safety of our patients, providers and staff our practice must keep our schedule at a maintainable work load. Our office staff will do their best to accommodate your scheduling needs, please understand that we may not be able to provide the exact date, day or time of your request. While in the lobby, please note that we maintain multiple schedules and patients are not called in order of arrival.

_____ **Financial Arrangements / Insurance** - Insurance claims will be filed for you as a courtesy. All co-pays or deductibles will be collected prior to your office visit. If you have an unmet deductible or your insurance deems your visit as a non-covered service you will be responsible for the balance. Many insurance companies will not pay for tests or procedures that they feel are "not medically necessary" even if your provider feels they are; each insurance company has its own definition of "medically necessary". The terms of your insurance policy are between you and your insurance company, we ask that you please be familiar with the terms and policies of your insurance plan. Any questions or problems with your insurance should be directed to your individual insurance company. Some insurance carriers require a Primary doctor to be selected and specific laboratories to process your lab specimens. Due to the complexity our drug monitoring, our office manages our own laboratory, your insurance carrier may not consider our office a preferred laboratory and patients are responsible for the payment.

_____ **Guests** – Southeast Regional Pain Center values family, friends and pets! We also value keeping our staff, patients and your medical information safe. Due to the size of our practice and the sensitive nature of pain management, we do request no guest in the building. We do welcome essential care givers to accompany patients (Essential care givers must be listed as an individual you designate to participate in your healthcare). All guest must



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be above the age of 18, at this time, we cannot safely allow our pediatric population in the practice. To ensure availability and cleanliness for our patients, we do not offer public restrooms. Our restrooms are available only for patients attending appointments. We understand that pets are part of your family and often therapeutic, we do ask that pets / animals not enter the building and not be left unattended in the parking lot. We follow ADA guidelines, allowing service animals to enter (Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability. Emotional support, therapy, comfort, or companion animals are not considered service animals under the ADA.)

____ **Property** – Our building and parking lot are shared business space. We do not allow smoking or vaping of any type on premises (this includes inside vehicles). Our handicap spaces are limited, these spaces are for those with handicap permits/decals. To allow adequate space, we ask that you only use one parking space.

____ **Staff Members** – Our staff members are awesome!! Southeast Regional Pain Center values our team members. We ask that they be treated with respect at all times. Our staff members are happy to assist you with your health care needs during their time in office, however our providers and staff members are not on call. We ask that office staff not be contacted outside of our practice this includes cell phones, social media or other public places. Failure to comply may lead to termination of patient-provider relationship.

____ **Contact Information** – Patients are responsible for updating all contact information. Government Issued Identification must remain active (not expired). Insurance Cards must be presented when issued. Phone numbers must be kept current, our office may need to contact you regarding appointments, financials or medication information. All patients are subject to random urine screens / pill counts. If contacted, it is your personal responsibility to return the phone call within 24 hours.

____ **Forms / Medical Records** - We understand that you may require health forms. Our specialty is limited on the type of forms we can complete, most forms will be directed to your primary care physician or other specialist. Our office does not complete any type of disability or legal paperwork. All forms must be presented to the front office staff prior to provider completion and signed forms must remain as part of your legal medical record. Approved forms will only be completed during a dedicated office visit. Please be aware that you will incur a \$20 fee per page (If notary is required forms will incur an additional \$3 charge). Insurance does not cover the expense of the forms. Completed forms will be available after your office visit and available for pick up at a designated time. Medical Records will be made available upon your request with the completion of a Release of Information form and the paid office fee.

Patient Full Name: _____

Patient Date of Birth: _____