

GENERAL OFFICE POLICIES



SCHEDULING & NURSE CALLS

Reaching our Practice. You can reach our office at (318) 797-5848, during normal office hours of 8am-5pm Monday-Friday. You will be directed to the appropriate personnel for your specific question or concern: Scheduling, Billing, New Patient Coordinator, or Referrals. You may also reach the office by utilizing the myHealthspot Patient Portal, however this is not monitored 24/7 and best used if you do not have a pressing matter. Our answering service will take calls after-hours at (318) 797-5848. **If you believe your concern is a medical emergency, call 911 or seek immediate medical assistance at the nearest full-service emergency room.**

Nurse Calls. Your phone call is automatically sent to a nurse when you leave a message with the receptionist. The nurses generally return calls within **48-72 hours**, depending on the nature of the call. If your call has not been returned after 72 hours, please call our office at (318) 797-5848 and ask to speak to the practice manager. Please **do not make multiple phone calls** to the office within the day. You will be asked to make an appointment for issues of general consultation other than medication side effects. Nurse and/or provider calls with the patient, should they meet certain criteria, may be considered billable services.

Surgery by Other Physicians. You will need to schedule an appointment with our clinic **BEFORE** undergoing any surgical procedure for any condition that you receive treatment for by this clinic and notify the provider of post-operative medication(s) prescribed.

Opioid Treatment. If you are receiving narcotics from our office, please remember that you have signed a written agreement to follow certain safeguards. The purpose of the narcotic treatment agreement is to help us maintain a safe, controlled treatment plan for you. You must remember:

- You are not to receive pain medications from any other physician besides those at River Cities Interventional Pain Specialists. We monitor your pharmacy records periodically and if discovered that you have obtained narcotics from another provider, it will result in a referral for addiction treatment and loss of prescription privileges.
- You must take your medication exactly as instructed. Do not change dosage amounts without talking to our office first. If you want to change medications, you must bring unused medicine with you to your appointment.
- You must keep all regular follow-up appointments and attend nurse visits.
- If prescribed a controlled medication you may be called for a mandatory compliance visit which you must present to the office within 48 hours of being notified. This is standard procedure for practices prescribing controlled medication as required by schedule II-V license holders of the state of Louisiana.

It is important to make sure that you have enough medication to make it through the weekend or after hours. Medication refills **will not** be called in or refilled by the provider on-call after hours or on weekends.

APPOINTMENTS

When to Arrive for Your Appointment. Please be advised that patients are asked to arrive early for appointments. *FOR ESTABLISHED PATIENTS*, patients are to arrive 15 minutes before their scheduled appointment and have visit paperwork completed prior to coming. Forms can be completed in the Portal or printed from the website.

FOR NEW PATIENTS, we ask that you arrive at least 30 minutes prior to your scheduled appointment time and visits generally last 2-3 hours. Please allow time and prepare for a visit of this length on the day of your initial appointment. Please make sure you complete all required new patient paperwork prior to your visit and bring them to your appointment. This information will be used by the provider during your evaluation. Failure to have the forms completed prior to your arrival may result in your appointment being delayed or rescheduled to a later date.

Late/Cancellations/No-show Appointments. Our practice strives to provide not only the finest medical care, but also to provide a high level of efficiency and patient service. In order to have adequate office hour coverage, and to keep on schedule during our office hours, we follow a strict Late/No-show Policy. A fee may be charged if the following guidelines are not followed. To help remind patients of their appointments we have implemented a reminder system. Please assure we have your correct and most up to date phone numbers at all times throughout the course of your treatment to allow us to better serve you.

- If you arrive 15-20 minutes past your scheduled appointment time the Director of Nursing will be consulted for permission to be seen.
- Any tardiness over 20 minutes will not be seen that day and must be rescheduled. If you need a prescription refill, the receptionist will have a nurse contact you to discuss your prescription refill.
- Cancellation of an appointment for established patients require 24 hour notice.
- All New Patients must give 48 hours' notice if needing to cancel or reschedule the appointment or will forfeit the New Patient Deposit.
- Established patients that reschedule within 24 hours of appointment or No-show may be billed a fee. Following three (3) "No-show" appointment cancellations you may not be allowed to reschedule another appointment.

Note: Pain medications cannot be called in, so it is imperative to keep scheduled appointments.

ZERO TOLERANCE POLICY

Our Practice staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. We value our teammates and patients and treat them with respect and dignity, acting in a professional manner at all times. We believe in treating people the way we all want to be treated. We will nurture an environment in which everyone feels included, valued, and appreciated.

Aggressive behavior, be it verbal or violent, toward any patient, staff member or member of the community will not be tolerated and may result in discharge from the practice. Individuals behaving in an aggressive verbal or physical manner while on the property will be requested to leave immediately. Failure to do so will result in the police being notified. Any threats or verbal abuse towards patients or staff is grounds for discharge from the practice.

FORMS AND LETTERS

Work Excuses. If you require a work excuse, please ask for it at the time of your appointment. Work excuses are only allowed for the same day of a scheduled appointment or procedure.

Disability Forms. Our office will not initiate long-term disability. Our requirements for the completion of disability forms or letters are listed below:

- The office will consider continuance of disability forms, first initiated by another provider, subject to review and decided upon by a case-by-case basis.
- There will be a charge that must be paid prior to the completion of the form/letter. The charge for most forms is \$25.00.
- Ten (10) to fourteen (14) working days will be required for the completion of the form/letter.
- The completion of some forms/letters may require an office visit if additional assessment is required.
- We reserve the right to refuse to complete a form if it requests information that we do not have as part of your treatment plan.

By signing below you acknowledge understanding of the *General Office Policies* stated above.

Patient Signature

Date Signed