

Code of Conduct

We are glad that you have chosen Houston Pain Specialists as your new pain management provider. We strive to improve your quality of life through medication management and Interventional pain therapies.

Listed below are reasons our group may consider as grounds for patient termination from the practice. This are inclusive, but not limited to the following:

- ✓ Disruptive, uncooperative, or disrespectful behavior towards our staff either in-person or via telephone conversation (Please Note: this will include relatives and non-relatives of the patient)
- ✓ Repeated No Shows, Cancellations, and Late arrivals. Patients are required to provide notification to office staff 24-hours prior to the scheduled appointment of any reason they are not able to keep the original appointment date or time.
- ✓ Refusing to adhere to your provider's plan of care
- ✓ Violating your medication and controlled substances agreement.
- ✓ Failure to pay for services rendered. (Please Note: for any questions regarding outstanding balances, call the billing department at 832-698-5320 for assistance.)
- ✓ You, the patient, terminates the relationship with a provider of Northwest Anesthesiology and Pain Services, PA.

Message Regarding Social Media Reviews/Postings:

You have the right to publish reviews via social media (Facebook, Yelp, Google, etc...) regarding your experience with Northwest Anesthesiology and Pain Services and its providers. However, if a negative review is published before allowing us to rectify or resolve the situation, you grant us permission to review and/or request the negative comment to be removed from the site.

Violation of these policies may be considered for patient termination at your provider's discretion.

Printed Name: _____ Date: _____

Signature: _____