

The Washington Pain Center Office Policies

The content provides information regarding office protocol, which we feel are important for review. We ask that our patients are aware of these policies and to keep them in mind. Periodically, we update and change policies and procedures, but aim for consistency and the patient's understanding of how the office functions.

Office Hours

The office is open from 8:00am to 4:00pm, Monday thru Friday. Phones are answered between 8:30am until close. Patients are seen by appointment only; however, we will, based on the urgency, provide last minute availability. The physician is accessible by phone.

Appointment Cancellation/No Shows

Please be courteous. When a patient does not show up for a scheduled appointment or cancels at the last minute, it makes it difficult to accommodate another patient who could have potentially filled that slot. Please call at least 24 hours in advance if unable to keep the appointment.

At the physicians' discretion, the following fees will apply: \$75 – failure to cancel or a missed appointment; \$100 – failure to cancel an injection appointment or procedure. The doctor reserves the right to dismiss a patient for repeated failure to keep scheduled appointments.

Financial Responsibility

Patients are responsible for all charges for services rendered. If the doctor participates with insurance, patients are responsible for all copayments and deductibles. Patients are presented a waiver to sign to cover services the insurance deems not medically necessary.

Prescription Refills

Please request refills at the time of the office visit. Prescriptions given for any medications during the appointment are without charge. WPC may charge \$10 to process prescriptions

without an appointment or to replace a lost prescriptions. Refills requests are processed during office hours only.

Prior Authorizations

Medications – The office charge for submitting medication authorizations; the fee is \$25 per medication. In cases where the process requires repeated submissions, extra documentation, lengthy or repeated phone correspondence, additional charges will apply. In most cases, changing the medication to an alternate or generic, which may be covered by your insurance, will eliminate the authorization process. Of course, with physician approval.

Injections – Patients requiring injections, whether by self or physician referral, should not expect to be serviced the same day as the appointment. The majority of insurance plans require pre-authorization or predetermination prior to service. It is acceptable for patient's to call their insurance plans prior to scheduling an appointment to check injection coverage. Patients are presented a waiver to sign to cover services the insurance considers not medically necessary.