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Board Certified Pain Medicine  
Board Certified Anesthesiology

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**Thomas Whealton, D.O.**  
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**Michael J. Walls, M.D.**  
Board Certified Pain Medicine  
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Dear Patient:

The entire staff at Commonwealth Pain & Spine welcomes you to our comprehensive pain management practice. Here at CP&S, we work diligently every day to improve the lives of the patients in our care by respecting your pain and by passionately delivering to you only the most innovative, safe, responsible and clinically proven pain relief possible.

Our team of world-class physicians, mid-level providers, administrators and staff empathize with your needs. We recognize that your pain is exhausting, debilitating and limits your quality of life. We believe that relief from chronic pain is achievable in various degrees through our intelligent and multimodal team-based approach.

### Our Pledge to the Patients We Serve

**Respect.** We will respect and value each patient and their personal struggle with chronic pain. We will listen attentively and respond in ways that suit their unique needs, wishes and circumstances. In fulfilling our roles, we will seek to work collaboratively with the patient to achieve the best possible outcomes and to empower them with the tools necessary to help manage their own care.

**Accessibility.** We will accept all new patients seeking relief regardless of their status or condition. We will not “cherry pick” those we serve. We have a pledge to provide new patients with timely access to our services. Our scheduling staff is devoted to finding appointments for new patients within ten business days of referral or initial contact.

**Customer Service** We understand that our patients have a choice and deserve the highest quality of care and service attainable. We value patients as our customers and are proud to pioneer a shift in the way medical services are offered. At each touchpoint, our staff will work to ensure that the patient’s needs are priority #1.

**Excellence** We will strive to always do our best and continually look for ways to improve our delivery model and patient outcomes. We will ensure that all information and options provided in relation to your pain are based on the most up-to-date, peer reviewed medical science. We pledge to promote only evidence-based policies and practices at all times.

### In order for our newly formed relationship to work, we ask the following from our patients in return:

- Cooperation in making and keeping appointments;
- A conscientious effort toward healthy living and adherence to the plan of care;
- Payment of fees at the time of service and;
- Your active assistance in keeping our team informed of your most current medical history and health insurance information.

Thank you again for allowing us to serve your needs. if you ever have a question about your care or are unhappy with the service provided to you please bring it to our attention promptly, openly and in a courteous manner.

Sincerely,



Jeff Ellison  
Chief Operating Officer