



1125 West Jefferson St. | Franklin, Indiana | 46131

**JOHNSON MEMORIAL HEALTH
COMPREHENSIVE PAIN SERVICES: PATIENT
INFORMATION SHEET**

OFFICE HOURS:

Office hours are from **8:00 am to 4:30 pm** Monday through Friday. *Please call* during our office hours.

APPOINTMENT EXPECTATIONS:

Please give a 24-hour advance notice for cancellations. If you do not show for your appointment, you may be discharged from the practice.

Our Pain Management physician will determine an individualized care plan at your first appointment after he/she reviews your history and physical exam.

When you arrive, a nurse will take a very thorough history. You will be examined by the physician and a plan of care will be *developed after* test results have been reviewed.

PRESCRIPTIONS AND RENEWALS:

All prescriptions and authorizations for *renewals must* be requested during normal office hours.

Please allow 7 - 10 business days for all prescription refills due to new prior authorization *requirements from* your insurance company.

Prescription requests will not be taken after the phones are turned off. Please plan accordingly for these requests and renewals, as many of our prescriptions cannot be called into a pharmacy and need to be picked up at our office.

FINANCIAL POLICY:

It is impossible to *determine the* full cost of the treatment before your examination. Only after examination can the doctor *determine the* treatment appropriate for your condition. The *procedures we do are relatively expensive due to many factors* such as the time required to perform the exam and *procedure, the* technical skills required, and the amount of risk involved.

Comprehensive Pain Services is a department of Johnson Memorial Health. You will receive a bill from the hospital which includes a facility charge, support staff, supplies and/or pharmacy charges.

You will also *receive a* bill from the Physician's billing company, which includes charges for the Physician's professional *services. Please contact* the billing company for any questions or concerns with your professional bill.

It is your responsibility to check your individual insurance policy regarding the physician's participation in your plan and co-payment policies. All unpaid balances by your insurance company will be billed to you. **We are a participating group with Medicare Plan B; we accept the amount allowed by Medicare.**

