

SUMMARY OF OFFICE POLICY

Welcome to Midessa Neurosurgery and Complex Spine. Our practice is committed to providing comprehensive, patient-centered neurosurgical care to you and your family.

Care Team Responsibilities

We pride ourselves on providing you with team-based care in which each member of your care team fully utilizes their specific skills and abilities. Your care team may be comprised of physicians, physician assistants, physical therapists and office associates. While all are involved in your care in various ways, your neurosurgeon is the leader of your care team and is ultimately responsible for your treatment.

Our Expectations of Our Patients

In order to allow us to provide you with the best possible care, it is important that you share your current contact information, your physical and mental health history, your medication lists, allergies as well as any social factors (living situation, relationship status, etc.) which may affect your physical, mental or emotional health. Please also provide the names and contact information of other providers you may be seeing in addition to your preferred pharmacy. This way, we can understand your health from a whole-person perspective.

DISCLAIMER

Because we provide neurosurgery care for the entire Permian Basin, emergently scheduled surgeries may cause clinic schedules to run behind, resulting longer wait times and/or cancelled appointments. We will do our best to keep you updated to any potential schedule changes as we become aware of them. Thank you for your patience.

Insurance and Payment

We accept most forms of commercial and private insurance, as well as Medicare and Medicaid. It is your responsibility to confirm that we are contracted with your insurance carrier. If your insurance required you to have an authorization or referral from your primary care physician, our office must have received that prior to your office visit, or we will be unable to see you that day. Patient's estimated responsibility amount (calculated from co-pay, deductible etc.) for office medical services including consultation, physical therapy, DME (braces), and imaging is due at check in. Uninsured patients are required to provide payment at the time of service. Prepayment deposit is required for electively scheduled surgeries. There is a \$35 fee for returned check for insufficient fun.

MIDESSA NEUROSURGERY AND COMPLEX SPINE OFFICE BUSINESS HOURS

Monday – Friday 8.00am – 5.00pm
Closed 12.00 p.m. – 1.00 p.m. for lunch

Arriving for Your Appointment

Please remember to bring your current insurance card, photo ID, any CDs that have imaging (x-rays, MRI, CT scans) and a current medication list to your appointment.

New Patients

Please arrive 30 minutes early to your appointment. New patient paperwork is required to be completed in the patient portal before your appointment. Call our office if you need assistance. If your paperwork is not completed PRIOR to your appointment time, you may be asked to reschedule your appointment out of respect for the other patients.

Established patients

Please arrive 15 minutes early for your appointment. floor.

If you are late arriving for your appointment or are caused to be late by not completing your paperwork prior to your appointment time, you may be rescheduled to the next available appointment date and time.

Cancellations / No Show Appointments

Please call at least 48 business hours before your appointment if you need to cancel otherwise it will count as a no show against you and there is a \$25 fee for a no show. This fee is not covered by insurance. Three (3) no shows will lead to dismissal from practice.

Urgent Care and After-hours care

If you are experiencing any of the following symptoms, REPORT TO THE NEAREST EMERGENCY ROOM IMMEDIATELY.

- Chest pain, especially in men over 35 and women over 45.
- Shortness of breath
- Vomiting blood
- Stroke
- Fainting spells, especially in men over 35 and women over 45.
- Throat swelling from allergic reaction
- Unable to urinate
- CSF leak with severe headache
- Deep Vein Thrombosis
- Low or high blood pressure
- Temperature over 101.5

For nonurgent and non-emergent situations, please leave us a detailed voice message and we will be glad to return your call during business hours.

Prescription refills can only be authorized between 8.00 a.m. and 3.00 p.m. Contact your pharmacy at least 3 business days before you run out. We do not fill any prescriptions after hours, weekends, or during holidays.

Other Policies

Treatment of Minors

Patients under the age of 18 must be accompanied by a parent/guardian or have written permission for treatment from a parent/guardian if accompanied by another adult for every visit.

Cell Phone Usage

In order to provide the best care possible, we request no cell phone usage during patient visits. It is in the interest of your safety that you provide your full attention to your provider and be an active participant in your treatment plan.

Dismissal from the Practice

If you are “dismissed” from the practice, you can no longer schedule appointments, get medication refills. Should you be dismissed, we will send a letter to your last known address, via certified mail, notifying you that you are being dismissed. We will forward a copy of your medical records to your new doctor after you inform us and sign a release form.

Please sign and date that you have read and understand the summary of our office policies.