

Arizona Pain and Spine Institute, PLLC

2045 S Vineyard Road #131

Mesa, AZ 85210

Phone: (480)986-PAIN (7246) Fax: (480)986-7252

7525 E Broadway Road Ste #1

Mesa, AZ 85209

Phone: (480)557-PAIN (7246) Fax: (480)986-7252

OFFICE POLICIES

In effort to make your visit with us as easy as possible we ask that you make note of the following office policies. We thank you in advance for your cooperation.

- Please notify of us of any changes to the following at the time of your visit:
 - Address
 - Insurance Information
 - Medical illness, injury, or surgery since your last visit
 - Medications added or discontinued since the last visit
- Please notify us of a cancellation at least **24 hours** in advance.
- Failure to give at least a 24 hours for a cancellation/ or a "no show" for your appointment will result in a \$50 charge. For a procedure or EMG visit the charge is \$150. Payment for these charges must be made in full prior to being seen for next appointment.
- Multiple cancellations, reschedules, or no shows without the appropriate 24 hour notification may lead to being discharged from Arizona Pain and Spine Institute.
- Although we do make every effort to give reminder calls for up-coming appointments, it is ultimately the patients' responsibility to keep all scheduled appointments, or give appropriate notice.
- All co-pays and deductibles are due at the time of visit, as mandated by **YOUR** insurance.
- For any paperwork to be filled out by a physician, please allow two weeks for completion. Some paperwork may require a prior office visit.
- For any extensive or re-occurring paperwork a charge may be assessed by the office.
- The following fees apply to all medical record copying:
\$15.00 Clerical fee & \$.10 per page - shipping & handling for paper copy of record
There is a two week policy for all record requests
- No refills will be given outside of an office visit for narcotic or controlled medications per your narcotic contract. For all others, please allow 72 business hours for refills. **In addition, no refills will be given on the same day as a scheduled procedure appointment.**
- Outstanding balances of \$100 need to pay 25% of you balance plus your co-pay at each visit. All balances under \$100 are due in full with your co-pay at the time of service.
- For all non-narcotic medication refills, please allow 3 business days.

Patient Name

Patient Signature

Date