

**IDAHO NEUROSURGERY & SPINE, PLLC**  
**OFFICE POLICIES (PLEASE READ CAREFULLY AND SIGN)**

**GENERAL POLICIES:**

- 1) You are being evaluated in a Neurosurgical practice where surgical options will be reviewed during the visit. Our surgeons **do not** prescribe or refill medications, determine disability, or comment on causation during a surgical evaluation.
- 2) It is the patient's responsibility to collect or disclose all previous imaging for review.
- 3) Under no circumstances will attorneys, case managers or other non-family representatives be allowed in the room during the appointment unless arrangements have been made in advance.
- 4) Our practice utilizes Physician Assistants and Nurse Practitioners in both the office and operating room. The use of an assistant increases efficiency and decreases wait time and operative times.
- 5) If you have an emergency after hours, please proceed immediately to the nearest Emergency Room.

**PAPERWORK POLICIES:**

- 1) Patient Paperwork (Insurance forms, disability forms, return to work forms, etc.) are only completed at the discretion of the surgeon and only provided for patients who will or have had surgery.
- 2) Patient Paperwork is provided as a no charge service only during the immediate pre operative period and the 90 day global period after surgery. Additional paperwork is done only at the discretion of the surgeon and will incur a \$50 paperwork charge to be paid by the patient. Your insurance will not be billed for this service.
- 3) Response to lawyers, insurance companies or worker's compensation company's inquiries and requests for review of additional records are not included in the office visit fee. These services are arranged and billed through the Legal Fee Schedule.
- 4) Medical records held outside of our office are the responsibility of the patient to collect if requested by an insurance company.
- 5) There is a minimum of a 7 business day turn around for Patient Paperwork.

**MEDICATION POLICIES:**

- 1) Medications are only prescribed to patients who have had surgery by one of our surgeons. Our surgeons do not provide chronic pain management services.
- 2) When indicated, appropriate pain medications are provided for up to 6 weeks after surgery and only at the discretion of the operative surgeon. After this time, it is the responsibility of the patient to make arrangements for a family doctor or pain management doctor if further medication is required. Appropriate referrals will be made if necessary.
- 3) Patient's on medications post-surgery will be monitored with the Idaho Board of Pharmacy. Obtaining excess medications from another source will immediately result in cessation of all prescribing by our surgeons.
- 4) Under no circumstances will medications be prescribed or refilled after hours or on weekends.

**LATE ARRIVAL POLICY:**

- 1) Appointment times are the time that you will be taken to the exam room. New patients will need to arrive early. We require that new patients come in 30 minutes early, and X-rays will need to be done prior to the appointment time.
- 2) Patients that are late 10 minutes or more for their appointment will be reschedule to the next available appointment slot.
- 3) Patients that do not arrive early for paperwork or do not have their x-rays done prior to the appointment will be rescheduled.
- 4) If you miss your appointment or fail to cancel/reschedule 24 hours prior to your scheduled appointment time, you will be charged a \$50 "no show" fee.

**FINANCIAL POLICY:**

- 1) **Medical Insurance is a financial arrangement by which patients obtain reimbursement for medical fees. Insurance is NOT a substitute for paying the doctor.**
- 2) There is a separate charge for each office visit. For patients with insurance coverage, we require 20% payment or the insurance co-pay at the time of service. If we do not participate with your insurance, you will be responsible for 100% of the office visit charge.
- 3) Patients with Auto Insurance or no insurance must pay 100% of the office visit charge at the time of service.
- 4) If you have a workman's compensation claim, it is your responsibility to file the claim and have the claim information available at the time of visit. We are not able to schedule appointments or surgery until the claim is approved. If authorization is not given prior to an office visit, payment will be due at the time of service.
- 5) A separate copay will be required for a scheduled surgery for patients with insurance. Auto patients or those patients without insurance will need to make special arrangements for down payment and payment of surgical fees. A medical lien will be filed.
- 6) Statements are sent out on a monthly basis. You can make monthly payments that will be automatically deducted from a credit/debit card.
- 7) If your account is sent to collections, your treating physician must approve to see you back, you must pay the collections balance in full prior to scheduling, and you must pay for all further treatments and visits at the time of service.

**Physician Disclosure Statement:**

Idaho Neurosurgery & Spine invests and partners with our local community hospitals. Our surgeons have financial arrangements and/or ownership interests with both Eastern Idaho Regional Medical Center and Mountain View Hospital. Hospital choice for services such as imaging, therapy and surgery is always left to the discretion of the patient within the capability of each facility.

I have read the above and fully understand the policies of this office. I have been given an opportunity to ask questions and have these points clarified. I agree to abide by the financial policy as stated above.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_