

Dear Patient,

**We are pleased you have selected Dr. Milan Mody to evaluate and treat your spine condition.** In order for us to be able to deliver the high quality of care that you are accustomed to, we have established these office policies and will work to make your visit as pleasant as possible.

**Please read them closely and ask us to clarify any questions that you might have.**

1. **We ask that you present your insurance card at each visit.** It is your responsibility to provide us with the correct information to bill your insurance. **Further it is the patient's responsibility to verify with your insurance that Dr. Mody is a provider within your network.** If you have a change of address, telephone numbers, or employer, please notify the receptionist and we will give you a form to update.
2. **Dr. Mody is trained as a SPINE SURGEON focusing on non-operative and operative spine care.** He is **NOT** trained in pain management. Therefore, **he does not and will not prescribe narcotic medications for the treatment of chronic pain or for patients who have no need for surgery.** Ample pain medicine is provided in the hospital for surgical conditions and for 2-6 months following discharge. Patients with pain management issues or non-compliance with medication will be referred to their primary care physician or a doctor with special expertise in the management of chronic pain. Medications for insomnia, high blood pressure, diabetes, and other non-spine conditions should be obtained from your primary care doctor. If Dr. Mody informs you that you do NOT need surgery or you decide that you do NOT want surgery, the prescriptions for anti-inflammatory medications or narcotics can be written by your primary doctor.
3. In those patients in whom a medication was prescribed, refills may be requested only during office hours: Monday – Thursday 9.00am to 4.00pm and Fridays 9.00am to 12.00pm. **Please allow 48-72 hours for refill requests to be processed. Due to our bylaws and regulations, we regret to inform you that prescription refills cannot be authorized after 4pm on weekdays or over the weekend by the on-call physician.**
4. **Please make sure you get any prescribed medication filled at the same pharmacy you get all your other medications so that they are aware of all your medications.** The pharmacist can also advise you if there are any important drug interactions or side effects in your particular case. The first time you take any new drug should be at home and preferably within the company of your family or friends, so that you can be aware if you develop an allergy or side effect from the new drug.
5. **We respect the value of your time and will make every effort to remain close to schedule.** Occasionally, complexity of our patients' condition and emergencies cause us to be late or necessitate our office to reschedule your appointment. In that event, we will make all attempts to contact you before you reach our office. We ask that you respect the value of our time and that of our other patients. Call us if you are unable to be on time so that we can reschedule your appointment and offer other patients the courtesy of an earlier appointment. Please complete any new patient forms mailed to you before your arrival. **Let us know if you have special circumstances or time constraints and we will do our best to accommodate you and your schedule.**

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Patient Signature

Date

Physician Copy

6. **NO SHOW or missed appointments - When an appointment is scheduled with Dr. Mody or his extenders, time is specifically allocated for you.** When an appointment is not canceled in advance, and the patient ‘no shows’, another patient that needed to be seen could not be scheduled because the time slot was already taken. We understand there may be time when you are unable to keep an appointment, but we ask the courtesy of a phone call to cancel your appointment. **If you miss your appointment without 24 hour cancellation notice via phone (not email), there will be a \$50.00 charge.** Remember, whether you do or do not have insurance, you are ultimately financially responsible for payment of these charges.
7. Testing or imaging studies to evaluate diseases of the spine are highly complex. Please do not call the office for test results. **Dr. Mody and his extenders prefer to review all test results directly with the patient to better educate you. Please make an appointment about 2-4 weeks following your test to discuss the results with Dr. Mody or his extenders (PA or NP).** If you have an imaging study (X-ray, CT scan, or MRI) done at an outside facility, please obtain a copy of the films AND the radiologist report and bring them to your next appointment.
8. **Short-Term disability forms are time consuming for our staff and cannot be completed during clinic hours.** Please allow at least **2 weeks** for completion of such forms. **We cannot complete these forms urgently or on same day as your visit.** Be sure to complete your portion of the form prior to leaving it with us and provide a self addressed, stamped envelope. Although we are happy to fill out forms for our patient, the time demands placed on our staff associated with such forms are significant. As a result, we must charge a **\$75.00 fee for each form.** We regret to inform you that **Dr. Mody does NOT complete SOCIAL SECURITY disability forms.**
9. If you have accounting or billing inquiries, please ask for the insurance/billing department when you reach our clinic reception or operator. We will collect your deductible, co-payment, or charge for non-covered services at the time of your visit. If you have a balance after an insurance payment from a previous service, we ask that you make arrangements for this payment.
10. **NO SHOW for scheduled injections or surgery -** When a procedure is scheduled with Dr. Mody, time is specifically allocated for you. When a procedure is not canceled in advance, and the patient **“NO SHOWS”**, another patient could not be scheduled because the time slot was already taken. We understand there may be time when you are unable to keep an appointment for a procedure, but we ask the courtesy of a phone call to cancel your appointment. **If you miss your appointment for your injection or surgery without 48 hour cancellation notice via phone (not email), there will be a \$250.00 charge.** Remember, whether you do or do not have insurance, you are ultimately financially responsible for payment of these charges.

**Please sign below to indicate that you received and fully understand these policies.** We appreciate your cooperative understanding and thank you for choosing Dr. Mody as your spine surgery provider.

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Patient Signature

Date

Physician Copy