

# Oklahoma Interventional Pain Management Office Guidelines

## **Office Hours**

Our regular office hours are Monday – Friday 8:00-4:30. Our phone hours are 8:30-4:30. We close for major holidays and occasionally close early due to staff meetings.

## **Phone Messages and Refill Request**

Due to the volume of calls we receive, we ask that each patient comply with our policy regarding medication refills and phone calls to the office. All urgent medical calls will be returned the same day. When you leave a message please be sure to clearly state your full name, date of birth and leave a detailed message. We make every effort to return your call the same day; however, we guarantee your call will be returned within 24 hours. To request a medication refill contact your pharmacy and have them fax the request to 405-751-7069. Medication refills will be completed within 24 business hours of the request whenever possible. If the prescription must be hand-written leave a detailed message and you will be contacted when it is ready. Leaving multiple messages further delays our nurse's ability to return calls quickly. We ask that you not leave more than one message in a 24-hour period regarding the same topic.

## **Appointments**

Please call 24 hours in advance to cancel or reschedule a procedure. Your physician may choose to withdraw from your care after 3 instances of canceling or not showing up for an appointment time; additionally your account may be charged \$25 for each no show.

## **Wait Times**

Our staff and physicians make every effort to see you at your appointed time; however, at times unforeseen circumstances arise. We ask that you please understand that your wait is unintentional and we regret the inconvenience. Our staff will make every effort to keep you informed on the status of your wait time. You may reschedule your appointment without penalty if you are unable to wait.

## **After Hours Emergencies**

For a true medical emergency call 911 immediately or present to the nearest emergency room. We do have an answering service available for urgent reasons. The answering service cannot process scheduling questions and/or cancellations or medication refills. The answering service is intended only for urgent medical issues.

## **Confidentiality**

If you have a family member or friend who may call this office on your behalf we strongly encourage you to include their name on our "Authorization for Release of Medical Information" form. *Due to federal regulations cannot release any information to any family member without your consent, this includes appointment times.*

## **Medical Records**

We will be happy to provide you with a copy of your records upon receipt of the proper request form. The charge for medical records is \$1 for the first page and .50 for each additional page. Please allow 10 days for your request to be processed.

## **Miscellaneous Charges**

There will be a \$25 charge, payable in advance, for each form the doctor is requested to fill out (i.e. disability, FMLA, Medical Necessity). These forms should be turned in at the front desk. Please allow 7 days for processing.

## **Complaints**

We strive to treat our patients professionally and respectfully. If you have a complaint please contact the Office Manager, Stacey George at 405-775-9355 Ext. 109. Should your complaint remain unresolved contact the Manager, Shelly Doolen, at 405-775-9355 Ext. 104. We encourage your feedback with the patient surveys placed throughout the office.