

Hello and welcome to Pain Consultants of the Rockies.

You are receiving this letter to acquaint you with some of the tasks that we require you to complete prior to your first appointment with Dr. Harlan Ribnik.

**IT IS NECESSARY THAT YOU COMPLETE THE FOLLOWING TASKS PRIOR TO YOUR FIRST APPOINTMENT OR IT MAY BE NECESSARY TO RESCHEDULE YOU TO A LATER DATE. PLEASE USE THIS WORKSHEET SO NOTHING IS INADVERTANTLY FORGOTTEN.
THANK YOU!**

- 1. Call all doctors you have seen over the past year and request that your medical records be sent or faxed to the following:**

Cheyenne Office:

4136 Laramie Street, Suite A

Cheyenne, WY 82001

Attn: Medical Records

or

FAX: (307) 633-8108

Casper Office:

111 S JEFFERSON ST STE 105

Casper, WY 82601

Attn: Medical Records

or

FAX: (307) 473-6780

DONE

- 2. Arrange to pick up all radiographic films (x-rays, MRIs, CTs, etc.) you have had taken over the past 2 years. You MUST hand carry these to your appointment. Films from out-of-state can be mailed by the facility at which they were taken provided the Radiology Department there is given adequate notice. If you have difficulty obtaining films from out-of-state, please call our office, as we may be able to assist you.**

DONE

- 3. Please bring the bottles containing ALL medications you are currently taking, including those that are "over the counter". This will help us to complete your medication list.**

DONE

We thank you for your cooperation and, again, welcome to
Pain Consultants of the Rockies!

Patient Handbook

Welcome to Pain Consultants of the Rockies and the Pain Treatment Center of Wyoming! We are pleased to be provided the opportunity to assist with the management of your chronic pain. The goals of this handbook are to answer introductory questions about our practice, review policies and procedures, and provide names and telephone numbers of staff members available to assist you.

Please take a moment to read this handbook before completing the enclosed new patient information packet. Should you have any questions, please feel free to contact our office at (307) 633-8100 or (800) 990-6824 in Cheyenne. For the Casper office, please call (307) 473-6717.

Pain Consultants of the Rockies, PC

CHEYENNE STAFF: **Providers:** Harlan Ribnik, MD and Scott Andrew, PA-C
Office Manager: Toni Keslar **Clinic Coordinator:** Savannah, RN **Receptionists:** Kate & Megan
Clinical Staff: Savannah, RN & Kristina, MA **Medical Records:** Serena **Billing Specialists:** Janet & Jessica

CASPER STAFF: **Provider:** Harlan Ribnik, MD and Scott Andrew, PA-C
Clinical Coordinator/Clinic Staff: Charla **Receptionist:** Charla

Pain Treatment Center of Wyoming, LLC

Administrative Director: Toni Keslar **Radiology Technologist:** Shelly, RT **Nursing Staff:** Savannah, RN

Our main clinic and base of operations is located at 4136 Laramie Street, Suite A Cheyenne, WY 82001. All appointments being scheduled or canceled and all billing questions should be directed to this office. Our practitioners travel to other locations throughout the state but can be reached through our office in case of emergency.

BUSINESS HOURS: Monday through Friday, 8AM to 4PM
Closed on all major holidays
TELEPHONE NUMBER: (307) 633-8100 or (800) 990-6824
FAX NUMBERS: (307) 633-8108 Pain Consultants of the Rockies
(307) 633-8196 Pain Treatment Center of Wyoming

One of our practitioners is on call after regular business hours to handle emergencies as they arise. Our answering service will gladly connect you with our on-call person. However, we do no refill or change medications after hours or on weekends.

CASPER OFFICE: 6600 East 2nd Street, Casper, WY 82601
One or two of our providers travel to our Casper office several Thursday a month. If you reside in Casper, please indicate this when calling for an appointment. However we can not guarantee that you can always be seen in Casper.

BILLING & INSURANCE POLICIES

Cancellations and "No-Shows": Please provide 24 hours notice in the event you should need to cancel your appointment. We ask this because we have an overabundance of patients on cancellation lists that desperately need to be seen, but cannot be, as there are no appointments available. By calling and canceling, we are able to offer your time to someone else in need.

A "no-show" is any appointment to which you did not come and did not call to cancel. Our office policy regarding this subject states that any patient who "no-shows" 3 (three) appointments in one year will be dismissed from the practice. As of October 1, 2007 we will be billing a \$50 no-show fee.

We have updated our policy for cancellations and "no-shows" as of April 1, 2013 to include the following: A "no-show" fee will be billed when an appointment is not cancelled two-hours prior to the scheduled appointment time.

Medicaid: We are not currently accepting any NEW patients covered under Colorado or Nebraska Medicaid.

For Wyoming Medicaid (Title 19) there is a "cap limit" of twelve office visits per year. This limit includes visits to all doctors including the Emergency Room. As a courtesy to you, we will write one letter to Medicaid to ask that the cap limits be waived for our office only. If there is not a response from Medicaid, all medical bills are your responsibility and payment will be expected at the time of service. ****NOTE**: You must bring your current coupon or other proof of coverage to each visit; we cannot see you without it. If you have a co-payment, it **must** be paid at the time of service. There are no exceptions. If you do not pay your co-pay, your prescriptions will be held until you return with the proper amount due.

Workers' Compensation: We do not accept any out of state Workers' Compensation except from Colorado, Montana, Nebraska and Arizona. This is subject to change at any time without notice.

TriCare: As our office is not a member of the TriCare Network, we are not accepting any NEW patients who have TriCare as their primary insurance.

Co-payments: There are several commercial insurance companies whose plans have co-payments. This is an agreement between you and your insurance company and are not conditions determined by this office. These co-payments are due at the time of service. There are no exceptions. If you do not have your co-payment, your prescriptions will be held until you return with the proper amount due.

Delinquent Accounts: After your insurance has paid, the remaining balance on the account, if any, will become your responsibility. If the balance is \$300.00 or greater, you will be asked to meet with one of our Billing Specialists. The scheduling of future appointments is contingent upon the results of this meeting.

Unpaid accounts will be referred to an outside source for collection. Any unpaid balances, including bankruptcy, may lead to your dismissal from this clinic.

CLINIC POLICIES

In order to better serve our patient population as a whole, we have found it necessary to put some long-standing "unwritten rules" on paper. It is our hope that by doing so, our patients will better understand the rationale behind these rules.

Narcotic Agreement:

In your new patient information packet you probably read and signed an Informed Consent for Narcotics. This is a contract between you and Pain Consultants of the Rockies. The purpose of the contract is not to convey mistrust, intimidate or make us appear inflexible. Rather, it is a tool used by our office to help us efficiently monitor and treat your pain. By requiring patients to call before increasing their narcotic usage, we are able to assess the situation and possibly make other suggestions or order tests such as x-rays or lab work. By requiring patients to decline narcotics from other providers and to use only one pharmacy, we are better able to assess your narcotic usage and therefore your requirements. We also remain in compliance with State and Federal laws pertaining to prescribing narcotics.

Compliance Contract:

The purpose of this contract is to make clear our expectations regarding appointments and behaviors. We have designed a program that requires input from different specialties like Psychological Services and Physical Therapy. We rely on these services to aid in our assessment and treatment of your pain. We understand that some of you may come to us having already attempted some of these services and may have had less than desirable outcomes. However, we are confident in our referrals and ask that you comply with our recommendations. (**NOTE: Matters discussed with Psychological Services are confidential. Pain Consultants of the Rockies is provided a report from them that addresses only your pain issues.)

There are certain behaviors and/or actions that will not be tolerated by our office. First, we will not abide threatening words or acts. Our "zero tolerance" policy states these are grounds for immediate dismissal from this practice. Second, we can understand that problems, concerns and questions come up which require our attention. We ask that you call the office and leave a detailed message for Jamie. Messages are answered as quickly as possible. Please do not stop in to speak with a staff member without an appointment, as this will delay our interactions with patients scheduled for that day. Multiple telephone calls for the same issue will not change our response time. Problems or concerns are handled in order of severity.

Primary Care Physician Requirement:

Pain Consultants of the Rockies is a referral service only; therefore, it is mandatory that you have a primary care physician (PCP) prior to your first appointment at our clinic. **We will inform your PCP of our treatment recommendations after your initial evaluation and of your progress thereafter.** At the time of your discharge from our service, your care will be referred back to your PCP.

Medication Management Policy:

The number of telephone calls received daily for medication refills has grown immensely. Please read the following before calling the office for a medication refill. The main goal of treatment with narcotic medications is to improve your ability to function and/or work. With that in mind, you must agree to help yourself by following a healthy way of life including exercise, weight control and limiting/ceasing the use of alcohol and tobacco.

1. **It is important to take your medication exactly as prescribed. Do not change how you take your medications;** you must contact our office first. If your medications are taken other than as directed and you run out early, please do not call for a refill, as we will not be able to honor your request.
2. Please call your pharmacy if you need refills of your non-narcotic medication. Once you have called your pharmacy, please do not call the office. The request will be dealt with as quickly as possible.
3. We require 2 business days' notice when requesting a refill. It can take this long to obtain approval from your doctor. Please plan accordingly, taking holidays and weekends into consideration. Refills of narcotic medications will not be made as an "emergency" because you suddenly realize you will run out tomorrow. You must keep track of your medication and plan ahead. **PRESCRIPTIONS WILL NOT BE REFILLED AFTER OFFICE HOURS, ON FRIDAYS OR ON WEEKENDS.**
4. Refill requests will be taken Monday – Thursday from 8:30am to 4pm. Requests received after 4pm will be addressed on the next business day. Some narcotics require a handwritten prescription that you will need to come and pick up. **NARCOTIC PRESCRIPTIONS ARE NOT FAXED, MAILED OR OTHERWISE DELIVERED TO YOUR PHARMACY.**
5. Medication changes (switching from one to another) will not be made over the telephone except in a dire emergency. Please wait until your next appointment to discuss these changes.
6. Medications will not be refilled if you did not keep your last appointment or did not make a follow up appointment as requested by your doctor.
7. **Violation of the above conditions can lead to termination of your association with our clinic. If the violation includes obtaining controlled substances from another practitioner, we may also report this action to your PCP, local medical facilities and other authorities.**

WHOM DO I CONTACT?

Appointments: Our receptionists schedule office visits and post-procedure follow up appointments for Pain Consultants of the Rockies. They work very hard to accommodate everyone. If they are not readily available, please leave a message in their confidential voice mailbox and your call will be returned promptly.

Scheduling Surgeries and Procedures: Our receptionists schedule all surgeries and procedures. Again, they work very hard to accommodate everyone. Most surgeries and some procedures require pre-authorization from your insurance company. One of our Billing Specialists can advise you if this is required through your particular plan.

Medical Records: Serena is our Director of Medical Records. Any information regarding medical records should be directed to her at extension 126. Medical records are the property of Pain Consultants of the Rockies and the Pain Treatment Center of Wyoming. It is our responsibility to keep them safe. Copies of medical records are NEVER released without a signed authorization from the patient or legal guardian. A fee will be charged to you when medical records are requested to be sent to third parties (i.e., attorneys, insurance, disability or other sources). However, no fee will be charged if sent directly to another provider for continuing care.

Billing: Pain Consultants of the Rockies and The Pain Treatment Center of Wyoming currently employ two Billing Specialist who can assist you with any financial concerns or constraints that you may have. It is far better to address your financial issues before they become problematic than to wait and let them overwhelm you. Your financial obligation to us is your responsibility and any concerns should be directed to the Billing Office and not to the medical staff. Billing staff can be reached at extensions 108 and 111.

Clinic: Savannah, Kristina, and Charla work very closely with Dr. Ribnik and Mr. Andrew therefore, are available only via confidential voice mail during clinic hours. Please feel free to leave a message and your call will be returned in order of severity. Savannah, Kristina, and Charla handle calls regarding prescriptions for medications or physical therapy.

Calls regarding the Patient Assistance Program (PAP), forms submitted for completion, or the need for assistive devices (walkers, canes, etc...) should be directed to Savannah, Kristina, and/or Charla.

Referral requests should be directed to the Clinical Coordinator (see below).

Radiological Services: Shelly is our full-time Radiology Technologist. Please feel free to call her for assistance with any issues regarding x-rays taken in or delivered to this facility. Please leave her a message at extension 129.

Nursing: Savannah is an RN and also works in the Pain Treatment Center of Wyoming. Please feel free to call her with any questions you may have about an upcoming therapeutic injection or any complications you may be experiencing after your injection. Her extension number is 130. Please leave her a message and your call will be returned as soon as possible.

Management: Toni is the Office Manager and Administrative Director. She is available to our patients who have unresolved issues surrounding their finances or medical records or who wish to report a grievance with a member of the Billing, Reception, or Medical Records staff.

Savannah is the Clinical Coordinators for Cheyenne and Charla is the Clinic Coordinators for Casper. Please ask to speak with her if you have unresolved issues regarding appointments, prescriptions, or medication complications or if you wish to report a grievance with a member of the clinic or nursing staff. She can assist you with letters of medical necessity to insurance companies as well as referrals to other physicians as needed.

We hope that this booklet will be used as a guide to help you navigate through our clinic's policies and procedures. Again, if you have any questions, please feel free to call us. We welcome you to Pain Consultants of the Rockies and the Pain Treatment Center of Wyoming!