

**WE HAVE UPDATED  
OUR POLICY AND  
PROCEDURES FOR  
2021. PLEASE READ  
AND COMPLETE THE  
FORMS CAREFULLY.  
THANK YOU.**



## OFFICE POLICIES & PROCEDURES FOR OUR PATIENTS

Thank you for choosing Texas Intergrative Pain Institute. We realize that you have a choice in medical providers and are pleased that you have chosen to seek care with us. The staff at Texas Intergrative Pain Institute strives to exceed expectations in care and service to make your experience with us as comfortable and stress-free as possible. Our goal is to provide quality medical care in a timely manner. To do so, we have implemented an appointment/cancellation policy. The policy enables us to better utilize available appointments for our patients in need of medical care. Please feel free to contact our office if you have any questions regarding our policies.

### **OFFICE HOURS**

Our office is available Monday-Friday 6:30am to 3:30pm and may be reached at 346-888-5237. **If you need an appointment, prescription refill or test results, please call during regular business hours.**

### **WALK-INS**

We offer WALK IN care for our patients. This service is available Monday-Friday during business hours only, as a walk-in patient wait times may vary, 1-2 hours.

### **APPOINTMENTS**

Texas Intergrative Pain Institute is committed to providing quality care to our patients. To ensure timely continued care, we encourage patients to schedule appointments in advance of follow up due dates. When calling for an appointment, please provide your name, date of birth, telephone number, and chief complaint/reason for visit, as well as any updated contact or insurance information. We strive to give all of our patients the time that they require. For this reason, we kindly request your patience and understanding should a delay or rescheduling become necessary on your appointment date. To ensure quality care, Texas Intergrative Pain Institute, does not treat patients we have not seen (i.e., we will not call in prescriptions or offer medical advice for patients prior to their initial visit). Follow up may be required to be scheduled after testing has been completed, so that results may be reviewed together, so an effective and appropriate plan for your healthcare can be determined.

### **CANCELLATION OF AN APPOINTMENT**

To be respectful of the medical needs of our patients please be courteous and call Texas Intergrative Pain Institute promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in need of treatment. This is how we can best serve the needs of our patients. If it is necessary to cancel your scheduled appointment we require that you call one (1) working day in advance. Appointments are in high demand, and your early cancellation will give another person the ability to have access to timely medical care.

## **NO SHOW POLICY**

A “no show” is someone who misses an appointment without canceling it within one (1) business day in advance. No-shows inconvenience those individuals who need access to medical care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in your medical chart as a “no show”. An administrative fee of \$30.00 will be billed to your account. You will be sent a letter alerting you to the fact that you failed to show for a scheduled appointment and did not cancel the appointment within one (1) business day in advance along with the bill for the administrative fee. A copy of the letter will be placed in your medical record. **Three (3) “no-shows” within one (1) calendar year** will result in a temporary suspension of services. In order to reinstate services, you will be required to meet with Dr. Brett Warfield within 30 days of the third no show letter to evaluate your situation. In the event you do not respond and/or schedule an appointment within 30 days, we will consider your patient status as **terminated**. **\*\*Please note that No-Show charges are patient responsibility and will not be billed to your insurance company.**

## **INSURANCE (Pending approval-Currently in credentialing process)**

Texas Intergrative Pain Institute will soon accept some insurance plans. It is the patient’s responsibility to inform our office of any changes in insurance coverage. Failure to do so could cause delay or denial of insurance payment. Patients are responsible for co-pays at time of service. If applicable, you will be billed for services not covered by your insurance (as stated in your insurance contract) by our billing department.

## **PAYMENTS**

Texas Intergrative Pain Institute accepts cash, MasterCard, Discover, Visa and American Express, Apple Pay, and Care Credit.

## **FORMS/LETTERS**

We understand that at times, various forms or letters may be required to assist you with your healthcare needs. The staff at Texas Intergrative Pain Institute will be happy to complete forms and write medical letters as necessary upon your request. However, because this can be time consuming, please allow 7-10 days for completion of requested forms/letters.

## **MEDICAL RECORDS**

Per HIPAA guidelines, copies of medical records must be requested in writing. To ensure your privacy, a form for release of medical information must be completed prior to receipt of these materials. All patients can request a copy of their medical records one time, free of charge. Additional copies may be requested at a cost of \$0.75 per page. The law allows Medical Offices 30 days to complete requests for records. However, our medical records department puts forth every effort to respond to these requests in a timely manner.

**PRESCRIPTION REFILLS & PHARMACY INFORMATION**

Please inform Texas Intergrative Pain Institute of any pharmacy changes when you check in. Texas Intergrative Pain Institute reserves the right to elect to not honor a pharmacy change if we feel it will be best for the overall continuation of care of the patient. Please note that we do not fill Narcotic Medications or order Antibiotics over the phone. Lastly, Due to the overwhelming phone calls for prescription refills, Texas Intergrative Pain Institute will allow one phone call per day for prescription or pharmacy related concerns. **If you do not receive an answer PLEASE LEAVE A VOICEMAIL. Multiple phones calls related to prescriptions may result in a \$5 per call charge.**

**TEXAS INTERGRATIVE PAIN INSTITUTE OFFICE POLICIES & PROCEDURES FOR OUR PATIENTS RECEIPT ACKNOWLEDGMENT FORM**

By signing below, I acknowledge that I have received, reviewed, understand, and will comply with the policies and procedures explained in the TEXAS INTERGRATIVE PAIN INSTITUTE OFFICE POLICIES & PROCEDURES FOR PATIENTS form.

\_\_\_\_\_ Printed Name

\_\_\_\_\_ Signed Name, Date

THANK YOU!

Texas Intergrative Pain Institute Inc.