

PRACTICE POLICIES

General:

We are a rehabilitation and interventional pain management practice focused on evaluating pain and, when appropriate, performing procedures to help alleviate this pain.

Prescriptions:

We do not use narcotics to treat chronic pain except in rare cases such as palliative (hospice) care. The reasons for this are clinical and based on our commitment to do no harm to patients. If a patient is already taking narcotic medications for chronic pain, we can offer recommendations to the physician prescribing the medications.

Payment:

Our office accepts Medicare, HMSA, UHA, HMAA, credit cards, and cash/check. Patients are responsible for payment. Please be prepared to make payment in full or copayment at the time of your visit.

Cancellation:

Please call the office 24 hours in advance to cancel appointments. When an appointment is made, our practice incurs expenses that must be paid, regardless of whether the appointment is kept. Therefore, if insufficient (less than 24h) notice is given or if a patient does not show up to their appointment, a fee may be incurred. Please also note that Medicare and other insurances will not reimburse patients for this charge.

Emergencies:

Our office is not staffed or equipped to handle medical emergencies. If you have an emergency, please call 911.

Records Release:

Please submit a written request for a copy of your medical records, indicating where you would like them to be sent. Please specify if you would like specific notes/date range, etc.

Forms:

Our practice is restricted to providing healthcare. We do not complete disability, FMLA, auto/liability, legal, worker's compensation, or handicap parking forms. There are many practices on island who provide these services. We recommend discussing with your primary care doctor the best option for you.