

Carolinas Pain Institute
145 Kimel Park Drive, Suite 330
Winston-Salem, NC 27103
Phone: (336) 765-6181
Fax: (336) 765-8492

IMPORTANT PATIENT INFORMATION

We are pleased that you have chosen to come to Carolinas Pain Institute for your care. Below is information that we think you need to know in order to make your visits and calls to CPI easier. Thank you.

Regular Office Hours: 8 am to 4 pm Monday thru Friday. Closed most holidays (Christmas Eve, Christmas, Labor Day, Thanksgiving, 4th July, etc.)

All callers are to use the 336-765-6181 and the phone operators will direct your call to the appropriate person.

APPOINTMENTS: listen carefully to the message and choose CPI (Carolinas Pain Institute) or Center for Clinical Research. If you know the extension of the person you are calling- enter it right away.

If you need to reschedule an appointment please call as soon as you can. This will assist us in making a timely change, and if you will need refills because of the change please let us know when you call. There are times that we must reschedule appointments. We apologize in advance for this and we will do our best to ensure a timely change for you. Again, if you will need refills because of the change please let us know. And remember it is useless to give all the details of prescriptions or medical problems to the receptionists; they are unable to assist you with this.

MISSED APPOINTMENTS: If you are not able to keep your scheduled appointment please call and re-schedule or leave a message on the voice mail. You will be billed for appointments that are not kept and we are not called 24 hours prior to the scheduled appointment time. The \$25.00 missed appointment fee is not paid by insurance.

PATIENT INFORMATION: Leave a message at this if you have a question for the doctor or nurse or need to request a prescription refill. Phone calls are answered after clinic patients are seen. Refills require minimum 24 hour notice. We must pull your chart, get the MD ok to refill and call the pharmacy or get the script written. This takes time- if you call a second time this will delay the response time. If the prescription is to be called to your pharmacy- check with the pharmacy before calling the clinic again. You are encouraged to get all the refills that you need at your regularly scheduled appointments or have your pharmacy fax us the refill request.

FORMS: Insurance forms, Disability or other type forms: ALL forms require a \$30.00 check, cash, or credit card payment prior to filling out. There are NO exceptions. You may mail the form or you may drop it at the front desk to be completed, with a check payable to Carolinas Pain Institute. You will need to allow 5 business days for completion. Please put in writing if this needs to be mailed to you, the company (include address or envelope), or faxed (include the fax number). Please fill out the information that is requested from the patient or the form may be returned to you as we may not have that information. If the form requires detailed health information the MD may request that you make an appointment so that the information is timely and correct.

EMERGENCY: Life threatening emergencies are not treated at the clinic. A life threatening emergency should be treated either at the emergency room or by calling 911. If you have an urgent need that cannot wait till regular business hours, such as a severe drug reaction or an immediate need because of a reaction to a procedure (severe headache, spinal cord stimulator reacting strangely, etc) then indicate this to the person taking the phone call or if after hours listen to the message and you will be told to press 6 and the answering service will take your call and page the MD on Call. Remember the MD does not have access to your medical records and cannot change medications over the phone. This is especially true of evenings and the weekends/holidays.

PRESCRIPTIONS: If you need to pick up prescriptions plan to do this early in the day, prior to 4 pm. At 4 pm the prescriptions are locked and we are not able to deliver them after 4 pm. Also, if there is inclement weather the office may close early or have limited staff and we would be unable to obtain the prescription for you. We do not want to inconvenience you by not being able to give you the prescription(s) that you have traveled to get. We are not able to mail prescriptions. We are able to call only certain prescriptions in- others require a written script. **Do not wait until the last day to request refills. Changes will not be made to your prescriptions via the phone. You have to make an appointment to do this. It will not happen in that time frame.**

INCLEMENT WEATHER: In case of severe weather the office may not be open or may close early. If there is severe weather reported in the Winston-Salem area, you may call the office and the recording will indicate if changes in the schedule have occurred. If we are closed and your appointment is scheduled, we will call the next day the office is open and reschedule your appointment.

You may also access our website at www.carolinaspaininstitute.com for more information about the clinic and the research center.