



**Oklahoma Medical Research Foundation
Multiple Sclerosis Center of Excellence**
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PATIENT INFORMATION

INTRODUCTION

We are pleased that you are a patient of the OMRF – Multiple Sclerosis Center of Excellence. This information packet has been prepared for you, our patient, whether you are new to our practice or have entrusted your health to Gabriel Pardo, MD or Farhat Husain, MD for many years. We hope we can better serve you if you are familiar with our policies and procedures. Our wish is to make you feel more comfortable and at ease in your dealings with our practice. If you have any questions, we encourage you to ask your physician or any staff member.

WHAT IS A CONSULTATION?

If your referring physician is concerned that your symptoms may be of a neurological concern, then he or she may request a specialized opinion. A neurological consultation consists of a history of your medical background, full assessment of your issues and special attention to your present problems. The neurological examination will involve tests of vision, strength, coordination, reflexes and sensation. This exam will enable the neurologist to locate where in the nervous system your problem exists. The examination may indicate that certain tests are required. These tests are necessary to help the neurologist confirm a diagnosis which may lead to a specific treatment or therapy.

ADDITIONAL TESTING

Any testing needed to further assist the neurologist in a diagnosis will be arranged and authorized by this office unless the patient has Sooner Care or Sooner Care Choice, and then it will be ordered and authorized by your assigned PCP. In addition, you will undergo a comprehensive Functional Movement evaluation that will take approximately 90 minutes and can be scheduled on the same day as your doctor's appointment or at another time. This testing is part of your regular care to ensure a full assessment of your physical status.

DO I STILL NEED MY REFERRING PHYSICIAN?

Appointments will not be accepted nor will insurance pay for the consultations without a referring physician. The neurologist will treat the neurological problems, your referring physician or PCP will still be in charge of your general health issues.

APPOINTMENTS

Our office hours are from 9am to 4pm, Monday through Friday. We close for lunch from 12 noon to 1pm. Except for extreme emergencies, it is necessary to book your appointment in advance as our physicians are usually booked out 4 to 6 months for both new and return patient appointments. When you call the office to set up your appointment you will be give the protocol of the OMRF – Multiple Sclerosis Center of Excellence in order to schedule an appointment.

We schedule new patient appointments by physician referral only. All records should be in this office at least 2 weeks prior to your appointment. Please bring with you all radiology films requested by the neurologist (including MRIs), insurance cards, and this packet completed. Please always include a list of your current medications with your paperwork.

If you are unable to keep an appointment, please notify our office as far in advance as possible so the appointment time may be offered to a patient on the waiting list.

We do our best to run this office in a timely matter. If you show up for your appointment more than 15 minutes late, you may be asked to reschedule.

OTHER SERVICES

A similar procedure will take place if your visit is for a medication infusion, research study evaluation, or other medical procedures.

RESEARCH

Participation in research is entirely voluntary. You might be asked to authorize the use of your medical information for investigational purposes. If this happens, you will be presented with a document that clearly explains the characteristics of your involvement as well as all of your rights as a study participant. All information used for research purposes is un-identified, and will not be directly linked to your name or other identifying personal information.

INSURANCE

PARTICIPATING PHYSICIANS INSURANCE: If our physician and therapist are a participating member of your insurance plan, we will file your insurance for you through our billing office. You will be responsible for all co-pays at the time of the visit.

HMO/POS: If you are covered by an HMO or POS product you must obtain authorizations from your primary care physician prior to your visit. We must have either an authorization form or authorization number before the neurologist will see you. If we do not have this information within 72 hours of the appointment, you appointment will be cancelled and rescheduled.

OTHERS: If the physician you are seeing is not a member of your insurance plan, you will be asked to pay on the date of your visit, and a completed insurance form will be filed to your insurance carrier, provided we have been given the appropriate information to file the claim.

If you have no insurance you will be charged at the time of your visit at a rate negotiated with this office.

If your insurance plan requires the physician to be a participating member, **it is your responsibility to verify that the physician is a part of your plan.**

REGISTRATION

When arriving for your appointment, check in with the patient service representative at the front desk. This representative will ask you to verify your current insurance information, address and phone numbers and any other information needed to reach you or file your insurance claim.

PRESCRIPTIONS

Please have your Pharmacy fax all prescription refills to our office at 405-271-2887. Refills of prescriptions will be authorized during office hours Monday through Thursday exclusively. If you are on a medication which must be taken on a continual basis it is the responsibility of the patient to make sure we have had plenty of time to authorize and refill the medication for you.

TELEPHONE POLICIES

We do experience a very high volume of calls in the OMRF – Multiple Sclerosis Center of Excellence so please leave a very clear and distinct message if your call is not answered. We will return your call as voice mails are checked throughout the day. **Please do not leave duplicate messages as this will only delay the process.**

CONCLUSION

It is our sincere desire to provide you with the best medical care possible. We invite you to help us keep the line of communication open. If any problems arise or you see a way that we can better serve you, please do not hesitate to bring it to our attention. Thank you for choosing the OMRF – Multiple Sclerosis Center of Excellence to assist you with your medical needs. It is greatly appreciated.