



## PATIENT INFORMATION

### INTRODUCTION

Welcome! We are pleased that you have chosen the OMRF Multiple Sclerosis Center of Excellence to provide your MS care. This information packet has been prepared for those who are new to our practice.

We can better serve you if you are familiar with our policies and procedures. Our wish is to make you feel comfortable, at ease and confident in the care we provide to you. If you have questions, we encourage you to ask your provider or any staff member.

Our office hours are from 9:00 am – 4:00 pm, Monday through Friday. The office and clinic are closed for lunch from 12:00 noon to 1:00 pm.

New patient appointments are scheduled by physician referral only. ***Previous applicable medical records should be in our office at least 2 weeks prior to your appointment.*** That includes all radiology films, MRI reports and CDs, the enclosed ***completed*** paperwork, a list of your current medications with dosing information, insurance cards, and any other information or documents requested by our office. Should we not receive this information 2 weeks prior to your appointment date, your appointment could be delayed or rescheduled. Except for extreme emergencies, it is necessary to book your appointment well in advance as it may take several months to be scheduled with one of our neurologists. This is the case for both new and return patient appointments.

You will receive an appointment reminder call a week prior to your scheduled appointment. If you do not answer the phone, a voicemail message will be left asking that you call back to confirm your appointment. If you fail to call back with a verbal confirmation, your appointment time might be given to another patient.

Please understand that our providers will provide the best care possible and in doing so there might be occasions when a provider must spend longer than the allotted time with a patient who has complex issues. Therefore, we ask your patience and understanding when your provider is delayed.

### REGISTRATION

**NEW PATIENTS:** Please arrive at least 45 minutes prior to your scheduled appointment. You will not be considered arriving on-time or early if you have to complete your paperwork when you arrive. When arriving for your appointment, please check-in with the patient service representative at the front desk. She will ask for your completed paperwork, driver's license (or other form of ID) and insurance cards. They will be scanned into our computer system and returned to you.

- It will be helpful prior to your appointment, if you write down all your concerns, symptoms and questions so your provider can address them. It will also be helpful to your provider if you prepare a narrative detailing the evolution of your MS symptoms. Feel free to include all previous tests, interventions and previously taken or tried medication(s).
- If you have had previous MRIs, CTs, ultrasounds or any other radiological scans, please bring the reports to your MS Center of Excellence appointment. If you have images on CD, please bring the CD also.

**ESTABLISHED PATIENTS:** Please check-in with the patient service representative at the front desk. She 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 claims. *It is important to notify her at this time of ANY changes to your contact information, primary care physician, health insurance or other information that will affect the services we provide to you.*

- *Always bring a CD of your most recent MRI to your appointment at the MS Center. Please request the CD at scanning time and make sure it is given to you prior to leaving the MRI facility.*

If you arrive more than 15 minutes late for your appointment, you may be asked to reschedule your appointment. We do our best to keep waiting times to a minimum and therefore, will see patients who arrive on-time, ahead of those who arrive late. Often times, patients who arrive late are not seen until all other scheduled patients have been seen.

### INSURANCE

**PARTICIPATING PHYSICIANS:** If our providers and/or therapists are participating members of your health insurance plan, our billing office will submit your charges directly. **You are responsible for all applicable co-pays at the time of your visit.**

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

**NON-PARTICIPATING PHYSICIANS:** If our providers and/or therapists are not members of your insurance plan, you will be asked to pay for your office visit in full on the date of your visit. A completed insurance form will be filed with your insurance carrier provided we have been given the appropriate information to file the claim. Please be sure your insurance information is kept up-to-date. Failing to do so could result in you being responsible for your total bill.

**HMO/POS:** If you are covered by an HMO or POS you must obtain all required authorizations from your primary care physician prior to your visit. We must have either a copy of your authorization approval or an authorization number before we can schedule your appointment. If we do not have this information 72 hours prior to your appointment, your appointment will be cancelled and rescheduled.

**MEDICAID/SOONERCARE:** All patients with Medicaid/SoonerCare require a referral number from their PCP to be seen in our facility. **It is the patient's (or his/her representative) responsibility to get this number from his/her PCP prior to the MS Center of Excellence appointment. You MUST have this number when you check-in for your appointment or you will be responsible for your total bill.**

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

### CANCELLATION POLICY

If you are unable to keep an appointment, please notify our office as far in advance as possible but no later than 24 hours in advance. We have a waiting list for patients in crisis and patients who wish to be seen sooner than an appointment already scheduled. Please be considerate of other patients and our staff by letting us know if you will not be able to keep your scheduled appointment.

**New patients who fail to show-up, will not be rescheduled.**

**Established patients who have three (3) no-show appointments will be terminated from our practice.** You will be classified as a no-show patient if you 1) do not show-up for your appointment, 2) if you fail to contact our office within 24 hours of a scheduled appointment and, 3) if you call to cancel the day of your scheduled appointment. Please understand that if you do not show up for your scheduled appointment, you will not be given preferential treatment when calling to reschedule. If you cancel an appointment and call to reschedule, we may not be able to reschedule your appointment quickly.

### **PHYSICAL THERAPY**

Physical therapy services are available onsite. Please discuss your needs with your provider during your office visit. Following your appointment with your provider, please be sure to inform the patient service representative at the front desk of your physical therapy needs and she will be happy to schedule your physical therapy appointment.

### **RESEARCH**

Participation in research is voluntary. You may be asked to authorize the use of your medical information for investigational purpose. If you choose to participate, you will be presented with a document that clearly explains the extent of your involvement as well as all of your rights as a study participant. All information used for research purposes is unidentified, and will not be directly linked to your name or other identifying personal information.

### **PRESCRIPTIONS AND MEDICATION USE**

Please have your pharmacy fax all prescription refill requests to our office at (405) 271-2887. Prescription refills will be authorized during office hours, Monday - Thursday ONLY. If you take a medication that must be taken on a continual basis, it is your responsibility to contact your pharmacy so your medication schedule is not interrupted. Please keep in mind that often times, medications need pre-authorization and additional time is needed to refill the prescription. **No refill requests will be accepted on Fridays.** Please allow 72 hours for your prescription request to be processed.

Your prescriptions are intended for your use only. Acceptance of your prescription whether hand written, printed or called to your pharmacy, indicates that you understand your medication is to be taken only as prescribed and that it is not given to you to share or otherwise distribute. If your appointments are not kept, we will discontinue refills. Lost or stolen medications will not be refilled under any circumstances. It is your responsibility to protect and secure all medications.

### **TELEPHONE POLICY**

When you leave a message, please leave a very clear message including your name, date of birth and reason for your call. Your call will be returned within 24 hours. We experience a very high volume of calls so please **do not leave duplicate messages as this will demand additional time from the providers and staff delaying their response to you.**

### **WHAT IS A CONSULTATION?**

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

### **ADDITIONAL PROCEDURES AND TESTING**

Any tests required to assist your neurologist in obtaining a diagnosis or in deciding your treatment plan will be arranged by our office. We will also contact your health insurance company to obtain pre-authorization (when applicable) for the test(s). Please be aware that some tests/procedures may NOT be covered by SoonerCare or SoonerCare Choice health insurance. Also, some insurance providers require that tests/procedures be ordered by your PCP (Primary Care Physician).

### **DO YOU STILL NEED YOUR REFERRING PHYSICIAN (PCP)?**

Yes! Appointments will not be accepted nor will insurance pay for a consultation without a referring physician, usually your Primary Care Physician (PCP). The neurologist will treat your neurological problems, but your PCP will continue to be in charge of your general health issues.

- Please keep us updated if you change your PCP so we can coordinate your care.
- If you do not have a PCP, please call your health insurance company and ask for a list of PCPs that are in-network for your policy.
- Our providers will only treat your MS related issues. We will not refill medications for other medical conditions.

### **LAB-ONLY VISITS**

Due to staff and courier service scheduling, it is our policy that lab-only visits are accepted Monday – Thursday, 8:30 am – 3:00 pm and until 12:00 noon on Fridays. We ask that you call ahead to ensure availability of lab personnel.

Your provider will explain to you why certain diagnostic tests are being ordered. *You will be called with results only if intervention is required.* Remember, no news is good news!

MRI results will be discussed at your next scheduled appointment unless the provider tells you otherwise.

### **AFTER HOURS, WEEKEND AND HOLIDAY CONTACT**

We are always available for your MS related problems. We do not have an urgent care clinic nor do we accept walk-ins but you may call us anytime and we will do our best to assist you. We have an answering service after hours, on holidays and weekends. Messages will be taken and the provider on-call will respond.

If you feel your situation is urgent, please call 9-1-1 and seek immediate medical care.

### **PATIENT CONDUCT**

It is expected that you will cooperate with and be respectful of our providers, staff and your fellow patients. We expect you to treat staff with respect and dignity by using a normal tone of speech, refraining from the use of obscene language, making violent threats, name calling or any type of assaultive behavior. This applies to in-person office visits, phone calls or secure messaging. These behaviors will not be tolerated and will cause immediate dismissal from our practice. This policy also pertains to family members, friends or healthcare workers who accompany you to your visit.

We expect that you will respect the privacy and confidentiality of other patients and family members.

### **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 a problem arises or you have a suggestion as to how we can better serve you, please do not hesitate to bring it to your provider or any staff member's attention.

We thank you for choosing to entrust us with your medical care. We will do our best to exceed your expectations.