



# NeuroSpine Institute

74-B Centennial Loop, Eugene OR 97401

Office: 541-686-3791 | 541-393-0100

Fax: 541-686-3795 | 541-393-0104

## Office Policies

### Medication Refills

**If you need a prescription refilled:** Because your health condition may change over time, your refill requests are reviewed by your doctor or another provider who has access to your confidential medical records. By following these simple guidelines, you will avoid any delays in getting your prescription refilled:

- We require an office visit for medication refills, and **we do not allow early refills.**
- If you require medications that the physician indicated he/she would refill without an appointment, please contact your pharmacy at least 5 days before your prescription requires refilling. To protect your health, pharmacies will accept refill orders only from your doctor. So, when you call us with your request an additional step is added. Your prescription will be filled faster if you call your pharmacy directly; they will then contact us.
- Use the same pharmacy. That way, your pharmacist will have your complete prescription records and you avoid the danger of mixing medications. To make it convenient for you, we will work with the pharmacy of your choice. Please choose one pharmacy, and use only that pharmacy. It is an easy way to help protect your health.
- Call your pharmacy early in the day. This gives your doctor time to review your records. To ensure you get the right medications, we do not rush refills without making sure the order and your record are reviewed. Often, the doctor is in procedures or finishing with patients late in the day, and we do not want to interrupt those patients' visits; therefore, refill requests received after 4:00 p.m. Monday through Thursday or all day on Friday will be reviewed and filled the next business day. **We do not refill pain medications on Fridays.**

**If you run out of medication before you request a refill:** Always call your pharmacy or schedule an office visit at least 5 days before you run out of medication. This will give the pharmacy plenty of time to contact your doctor, for the doctor to review your record, and for the pharmacist to prepare your medication. All you have to do is watch your medication levels and there should be no reason for you to run out of medication. It is dangerous to "rush" an order. For your protection, refills are not done at night, over the weekend, on holidays or as an emergency if you have forgotten to call your pharmacy.

**If you run out of your prescription early:** Your doctor ordered your prescription according to a precise dosage for a prescribed amount of days. If you run out early, it may mean you are experiencing some difficulty with your dosage or medication. This will require an appointment with the physician. Please call and schedule an appointment as soon as possible.

**If your prescription is lost, misplaced or stolen:** To protect your health, lost or stolen prescriptions are replaced only with a physician visit. Stolen medication will require a police report to be completed and a copy of the report brought with to your visit. To avoid possible duplication of prescriptions when an order is lost or stolen, you will want to talk with your doctor. Call us to schedule an appointment.

### Results of Tests, Imaging or Labs

We do not discuss results over the phone; our physicians prefer to go over treatment options and results in person during an office visit. It usually takes 3 to 4 days from the date the MRI, CT, etc. is performed to receive the report. Please call our office to schedule an appointment to review the test, lab or imaging with your physician and discuss treatment options.

## **Administrative Fees**

We continue to strive to keep your cost of health care affordable. Your understanding is greatly appreciated.

### **Disability forms**

- There is a \$25.00 fee for filling out short-term or long-term disability forms. This fee must be paid when the request is made to complete these forms. Please allow 10 days for return after the fee is paid and form(s) are submitted to your physician.

### **Medical Records Charges**

- Charges being billed to your Insurance carrier vary by plan. Please contact our **Medical Records Department at Ph 541-686-3791 or fax requests to 541-686-3795** if you would like to know the costs.
- Patients are allowed to get the first copy of his/her file at no charge. In the event you need us to print another copy there will be a charge of \$18.00 for the first page and \$0.25/per page thereafter, not to exceed \$22.50.
- If you need your imaging on a CD, the first disc is free. For an additional or replacement disc (if the first one is lost), the fee is \$15.00.

### **Medical records can be reached by Fax at 541-686-3795 and by phone at 541-686-3791.**

*\*\*We maintain medical records to help serve you and your health care providers, and to meet legal, accrediting and regulatory requirements. The release of information for a medical record must meet legal requirements and comply with NeuroSpine Institute policy. You or those who are legally permitted to do so can request access to your protected health information at any time. \*\**