



## COMPREHENSIVE CENTERS FOR PAIN MANAGEMENT

**Welcome to the Comprehensive Centers for Pain Management, West Central Surgical Center, and West Central Surgical Center - Bayside.** We are dedicated to providing individualized care utilizing the latest technology and advanced techniques to help you regain function and improve the quality of your life.

**We pride ourselves** on having highly trained, certified, and credentialed pain management specialists. All of our physicians' and allied health provider credentials are available for review on our website at [www.cc4pm.com](http://www.cc4pm.com).

**Comprehensive Centers for Pain Management** provides a multidisciplinary approach to the management of pain, symptoms, and injuries.

Services include:

- Physical Therapy
- Ketamine Injections
- Wellness Evaluations
- Pain Psychology
- Smoking Cessation
- Nutrition Counseling
- Interventional Pain Management
- Yoga Classes
- Noninvasive Procedures
- Group Therapy

Services are conducted by qualified professionals and can be scheduled to accommodate most schedules. It is important to understand the treatment of pain, especially chronic pain, requires an integrative team approach and the most important member of the team is YOU.

Below are our practice guidelines and general information about our program and services.

Please review the following information carefully and bring any questions you may have to our attention at your next visit.

### **Initial Consultation (First Appointment)**

The initial consultation is the first chance to explain your pain to one of our qualified providers. Their years of experience will aid in creating a plan of care for your specific type of pain. This plan of care will serve as a roadmap to help guide your treatment at CC4PM. Generally, the initial consultation to CC4PM is for evaluation only. In certain situations, routine pain management injections can be performed the same day as the initial visit. Certain procedures cannot be performed on your initial visit because of issues ranging from safety to insurance policies.

If you are on medication for your pain, make sure you are given enough medication by your physician to last until the next time you see him/her, and not just until you see us. **WE DO NOT PRESCRIBE CONTROLLED SUBSTANCES ON THE FIRST VISIT FOR CHRONIC PAIN.** In fact, being seen in the clinic does not automatically guarantee you will be taken as a patient. We will accept your case only if we believe we can help you.



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### **Appointments**

**Patients are seen by appointment only.** Regular business hours are Monday through Friday 8am-5pm and some Saturday and evening hours are available. There will be no walk-ins and we can accept emergency "add-ons" only if the schedule allows. If you need to be seen, please call before coming to the office. If you are unable to come to your appointment, please notify us at least 24 hours prior to your scheduled appointment (for Monday appointments notification is expected on Friday by 5pm). If you are scheduled at West Central Surgical Center or West Central Surgical Central-Bayside for a procedure, a 48-hour notice of cancellation is required. There will be a charge for late cancellations or failure to keep an appointment (see financial policy below). This charge must be paid prior to rescheduling your appointment. Late cancellations due to uncontrollable circumstances will be considered on a case-by-case basis. Repeated late cancellations or no shows are a sign of non-compliance and may lead to discharge from our practice. This applies to visits with the physician, nurse practitioner, psychologist, physical therapist, and other providers.

If you are unable to keep your appointment, or are going to be late, please call our office as soon as possible. This courtesy allows us to be of service to other patients. Our telephone number is 419-843-1370.

**Should you be late to your appointment**, you will be rescheduled. Please make sure you check in with the receptionist on arrival. We work very hard to be on time. If you arrive late we will try to work you in. We will attempt to work you in if you arrive late. You should check with the receptionist 30 minutes prior to your scheduled appointment on your initial visit and 15 minutes prior to your appointment on subsequent visits. Patients scheduled at West Central Surgical Center or West Central Surgical Center-Bayside for procedures will receive separate instructions at the time of scheduling. Failing to check-in with the receptionist in a timely manner will result in your appointment being rescheduled.

Your treatment here may involve referral to other specialists, such as psychology, physical therapy, and other medical consultants. If needed, these appointments will be scheduled at the end of your visit.

A certain amount of waiting time may be unavoidable. You may wish to bring some reading material to pass the waiting time. Due to the limited amount of waiting room space, please do not bring more than one person with you if possible. Please be patient if your appointment time arrives and you have not been called back to be seen. Our staff will be happy to provide you with a wait time estimate. Our standard is to be on time.

### **Phone Calls**

**We do not handle pain or disease management over the phone.** We would like to avoid phone calls as much as possible. Any questions or concerns you may have should be addressed during your regular appointments. Phone calls should be made only in certain situations (Please see the guidelines below).

During regular business hours, the our staff will be committed to the treatment and service of patients in the facility. Phone calls will be returned as time allows. We will try to answer your questions in a timely manner. Some calls may not be answered until the end of the day. Please avoid multiple phone calls. They will not speed up the return of your call. We will triage calls based on medical necessity and urgency.

**We will not discuss case matters over the phone.** If you have had a recent study done and there is no evidence of a significant problem, we will discuss the results at your next appointment. If the results of the test suggest there may be



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an urgency, or emergency, **we will contact you** as soon as possible. Make sure we always have a way of contacting you. If you have any questions about your care or any planned procedures, please contact our receptionist and schedule an appointment to come in and discuss. We will be more than happy to answer all of your questions, but **we will not do it over the phone**. Our website ([www.cc4pm.com](http://www.cc4pm.com)) is an excellent resource in assisting you with any questions you may have. Handouts describing procedures are available and descriptions, as well as animations, are available on our website.

### GUIDELINES FOR PHONE CALLS

Reasons to call the office:

1. Problem after a procedure
2. Problem after starting new medications
3. The need to reschedule or cancel an appointment
4. Late for appointment
5. Cannot remember appointment time

Inappropriate calls to the office

1. Medication is not working
2. Lost or stolen prescriptions or medications
3. Prescription renewals (see medication policy below)
4. Requests for medical records—requests must be submitted in writing

Our **“Patient Confidentiality Policy”** prohibits us from providing any of your medical information to anyone, including family members, without your consent. We will not answer any family members’ questions over the phone. If any members of your family want information about your condition, treatment, or test results, they will need to accompany you to your appointments, at which time, with your permission, we will be more than happy to answer all of their questions.

Please call 419-843-1370 and ask to speak to the scheduler to request appointments or appointment changes. **Please do not discuss scheduling details with the physicians.** It is the responsibility of the front office staff to help you with these matters.

Call our billing office at 419-843-1370 Option 5 with questions regarding your bills, account, or any financial aspect of your care. **Please do not discuss the financial aspects of your care with the physicians.** We will provide a copy of our fee schedule upon request, as well as a list of contracted third-party payers. It is your responsibility to know the specifics of your individual medical coverage, applicable co-pays, and limitations of coverage.

### **Emergencies**

If you have a new pain or a change in your usual chronic pain, please schedule an appointment to be seen in our office. At times, new symptoms or injuries may be serious and such urgent or emergent situations are best evaluated at the **nearest emergency room (ER)**. We are neither an urgent care center nor an emergency room. You may experience flare-ups, or worsening, of your usual pain. This does not constitute an emergency. If you wish, you may request an earlier appointment. You also can request to be added to our *“cancellation/waiting list,”* in an attempt to be seen earlier. You should attempt to identify what initiated the exacerbation (worsening of your pain). During your next appointment, an attempt should be made to develop a plan for what you should do for those occasions. Walking into



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the clinic without an appointment, and demanding to be seen is disruptive, inappropriate, and unacceptable, and may lead to dismissal from our program.

**Acceptable emergencies Include:**

**PROBLEMS AFTER A PROCEDURE:**

- Prolonged bleeding
- Redness and swelling around the procedure site
- Fever
- Prolonged weakness or numbness (more than 4 to 6 hours after the procedure)
- Shortness of breath
- Difficulty breathing
- Paralysis
- Being too sleepy
- Disorientation
- Urinary or fecal incontinence of new onset (bowel or bladder problems)
- Other

**PROBLEMS AFTER STARTING A NEW MEDICATION:**

- Allergic reactions
- Difficulty breathing
- Rash
- Swelling
- Severe nausea and vomiting
- Disorientation
- Severe sedation or being too sleepy
- Other

**(Immediately stop the medication and contact your physician, if you have any other reaction or one of the symptoms listed above).**

In both instances, if you are physically ill, call 911 or go to the nearest emergency room (ER). Instruct the emergency room (ER) staff to contact our office. Running out of medications is **not** an emergency!

**Medications**

**No phone refills.** No medications will be called in. No medications will be changed over the phone. No new medications will be started over the phone. It is necessary to be seen in the office for proper evaluation before medications can be refilled.

**Refills of all medications, if indicated, should be requested during your regular office appointment.** It is your responsibility to know how much medication you have left, and whether or not you will need refills before your next appointment. Prescriptions are only provided during your office appointments. If you forget your refills, you may not have enough medication to last until your next appointment. Remember should you get home and realize you did not get your prescriptions; it is unlikely we can call the medication into a pharmacy. You will have to return to the office to pick up a prescription. Prior to leaving the offices, make sure your prescriptions are accurate. Schedule a follow-up appointment before you need a refill on your prescriptions.



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**No prescriptions or refills are given after normal business hours, nights, holidays, or weekends.** We consider it the responsibility of each patient to plan ahead to assure their medications do not run out at night or during weekends. Generally, we are unable to accommodate prescription refills outside of normal working hours

**Medications should be taken only as directed.** Taking less pain medication than prescribed is acceptable if prescribed to be taken "as needed," or you are experiencing adverse effects. Nevertheless, the opposite is not true. You should never take more than prescribed, especially without the physician's expressed consent. This consent can only be obtained from your physician during a regularly scheduled appointment. Calling the clinics to obtain this consent over the phone is not recommended. Taking more medication than prescribed will guarantee that you run out of medication early. For most medications, we **will not** provide early refills. Patients should bring a complete list of medications to each appointment.

**Always bring your medications to your office appointment.** Pills will be counted in order to assess your use of those medications. We may also send the medication out to be analyzed for proper identification. Should you not bring your medications, have less medication than what you should, or the identification of the medication should prove the medication is not what you should have, you will be automatically discharged from our program.

**You should never borrow medications from anyone else.** This is unwise and dangerous.

**You should never give, lend, or sell any of your medication to anyone.** It is unwise, dangerous, and illegal. We have seen cases of fatalities due to this practice. In the case of a fatality, you will be personally liable and held accountable for the other person's death.

**Whenever you are given a new medication,** always check with your pharmacist and ask if there may be any drug interactions with any of the other medications you are currently taking. Remember over-the-counter medications and supplements can also interact with prescription drugs.

**We are unable to provide,** write, or renew any prescriptions for medications you may be receiving for non-pain related reasons (blood pressure medications, diabetes medications, asthma medications, nicotine patches, etc.)

**No "nerve" medications.** If you have problems with your "nerves," (anxiety, depression, nervousness, panic attacks, suicidal ideations, etc.) we will refer you to our pain psychologist for consultation. We generally do not prescribe medications such as Valium, Ativan, or Xanax. (Medications generally utilized for depression or epilepsy may be prescribed because these classes of medications can significantly help certain painful conditions. Medication such as Valium has been shown to actually lower pain thresholds and you may perceive that your pain is worse.)

**Lost or stolen medications cannot be replaced.** Protect your medications and make sure they are kept in safe place. We do not accept police reports as evidence of medications being stolen. Lost or stolen prescriptions, generally, will not be replaced.

**Follow-up appointments.** We must see you regularly to assess the continued need for the medications prescribed for you. In the case of most pain medications, you will need monthly appointments. The maximum follow-up interval for patients prescribed controlled substances is 2 months. Occasionally, if you are stable on non-controlled pain medication, we can extend follow-up intervals to 6 months.

**Please review our "Controlled Substance and Pain Medication Policy"** for a more complete discussion.



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**Procedures**

Most procedures take only a few minutes and recovery time is minimal. However, in certain situations, sedation or procedures, more time will be required. We will try to estimate the length of time required. There are two basic types of procedures performed at CC4PM. The first, **"office-based procedures,"** include simple nerve blocks, joint injections, trigger point injections, and others. Special patient preparation is not required for these simple injection techniques.

The second type of procedure is **"Ambulatory Surgical Center" (ASC)** procedures. All procedures requiring I.V. sedation, fluoroscopy, or spinal injection is performed in the ASC setting. We perform most of these procedures at West Central Surgical Center (WCSC) or at West Central Surgical Center-Bayside (WCSC-Bayside). Your appointment time represents the time we anticipate starting your procedure, not the time we begin the necessary pre-procedure assessment. Due to the need to perform a full nursing assessment, brief physician history, and physical prior to ASC-based procedures, you must arrive 30 minutes prior to your scheduled procedure time.

The guidelines below are applicable to all ASC procedures:

**WEST CENTRAL SURGICAL CENTER AND WEST CENTRAL SURGICAL CENTER-BAYSIDE  
GUIDELINES FOR ASC-BASED PROCEDURES**

**Eating or drinking prior to your procedure.** For those patients undergoing a procedure without sedation, we recommend you avoid eating before your procedure. A light snack or liquids are acceptable. If you are scheduled to receive IV sedation or "MAC" anesthesia for your procedure, then we require that you **DO NOT eat for at least SIX (6) hours prior to your scheduled procedure time.** Additionally, if you are receiving IV sedation or anesthesia, you are not to smoke for 24 hours prior to your procedure and you cannot chew gum within 6 hours of your procedure. It is acceptable to take required medications with a sip of water, but please avoid this if at all possible within 2 hours of your scheduled procedure. If you are a diabetic, please let us know since we prefer to schedule procedures for diabetic patients in the morning. If you are a diabetic patient and have not been scheduled for a procedure requiring sedation, you may eat a light morning meal.

**Medications:** Please take your regularly scheduled medications with a sip of water; this includes medications for your heart, high blood pressure, asthma, and other conditions. Unless specifically instructed by your doctor, you should also take medications as prescribed.

**Driver policy:** It is necessary you have someone drive you home after your hospital or ASC procedure. The driver must be a responsible adult. Taxi or Uber transportation does not meet our transportation standards. The person accompanying you should be strong enough to help you in and out of the car and into your home. If you are unable to abide by this policy, please discuss it with your physician or our clinical manager so other arrangements can be made.

**If you are unable to abide by the above eating/drinking guidelines and driver requirements, it is your responsibility to discuss the issues in advance.** Failure to make arrangements may result in cancellation or delay. If we are not properly notified, you will be subjected to a cancellation charge.



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**PATIENTS ON BLOOD THINNERS:** You will need to be off any blood thinners for most of our procedures. Before stopping these important medications, our office will get written approval to hold anticoagulants from the physician who provides these medications to you. Examples of such medications include Coumadin, heparin, Lovenox, Plavix, Ticlid, Aggrenox, and others. Stopping ASA (aspirin) before injections generally is not required, but may vary case by case, check with your pain physician. We require antiplatelet drugs such as Plavix be stopped 7 days prior to spinal injections or surgical procedures, others may need to be stopped only 24 hours in advance. Procedures not involving injections into the spinal canal may not require stopping antiplatelet drugs. If you are on Coumadin, you must stop taking this drug for a time sufficient to allow your INR (International Normalized Ratio) to return to normal (1.0-1.3) for most procedures. These special needs should be discussed at your office visit. If you have any questions regarding use of anti-coagulants and interventional pain management procedures, please get all your questions answered at an office appointment.

Patients are prescribed anticoagulants for a variety of medical conditions, some of which are serious. Therefore, we cannot determine the risk of stopping such medications. **It is important you obtain permission from your primary care physician or other medical specialist before stopping your blood thinner.**

**If you have an active infection or a cold,** call the office to see if proceeding with your procedure is advisable. Many of our procedures should not be performed in the presence of an active infection and almost never when a fever is present. Your pain management physician can give you information regarding the safety of proceeding or the need to reschedule.

**If there is any chance of you being pregnant,** YOU NEED TO LET US KNOW. Many of the procedures we perform involve the use of fluoroscopy (x-rays), and are best avoided during pregnancy. In certain situations, during the second or third trimester some procedures can be performed.

You should always ask your physician to explain the procedure and its risks before the day of the actual procedure. The staff should be able to provide you with written information about the procedure prior to having it done. A great deal of information is available in this handout and online at [www.cc4pm.com](http://www.cc4pm.com). If you have any doubts about the proposed procedure, we highly recommend you do not have it performed until all of these doubts have been properly addressed.

### **Primary Medical Care**

We cannot be your primary care physician (PCP). Additionally, with rare exception, we cannot be the only physician involved in your health care. Thus, it is necessary to have a primary care physician (family medicine physician, internist, etc.). Please let us know if your PCP has changed as we will be sending updates on your care. We are chronic pain and interventional pain specialists and this will be the extent of our involvement. All of your other medical conditions will need to be managed by your primary medical doctor. We will also not prescribe any medications other than those directly related to your pain management. Please do not ask your pain physician to refill any medications other than those prescribed for your pain.

### **Disability**

The goal in chronic pain management is functional improvement. Disability refers to what you can do with your physical impairment. Your pain medicine physician will not provide disability ratings. We can provide temporary work restrictions or refer you for a full physical assessment regarding your ability to perform certain tasks. Such assessments yield impairment ratings but do not determine level of disability. As physicians, we only provide impairment ratings and will not determine if you are disabled.



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**Please do not request any of our pain physicians to complete any disability forms.** We do not make or complete disability determinations, work restrictions, return to work determinations, disability ratings, impairment ratings, continuing disability reports, assessments, determinations, or forms. If any of the above is needed, we can refer you to a physical or occupational therapist for a Functional Capacity Evaluation (FCE) with possible impairment ratings. Insurance disability forms will need to be completed by your primary care physician's staff. If such paperwork has to be completed by us, there will be an additional charge prior to the form being completed. Please allow two (2) to four (4) weeks for completion. No rush requests will be honored.

Department of Motor Vehicles (DMV) Handicapped Parking Sticker Forms may be signed for patients in wheelchairs or who demonstrate severe impairment. The Bureau of Motor Vehicles (BMV) requires an inability to ambulate (walk) 200 feet.

### **Work Restrictions**

Please do not request these types of determinations from your pain physician. These are best addressed by a physical therapist after having thoroughly evaluated your capabilities. We will provide temporary restrictions related to your diagnosis and procedure(s) performed. Any long-term determination requires a functional capacity evaluation. An out-of-work excuse can be provided only for the day spent in our facility for your appointment or for a short recovery period directly after your pain procedure. Length of such excuses is dependent on the condition, treatment regimen, or procedure performed. No retroactive excuses can be provided. If you believe you cannot perform your job duties, you will need to speak to your employer about the possibility of temporary disability. Discuss the need for an excuse from work at the time of your appointment. There is a monetary charge for providing an excuse if not done during a regularly scheduled appointment.

### **Responsibility**

In the specialty of pain management, contrary to other medical specialties, the responsibility of the patient's care lies mostly on the patient rather than the physician. Patients are expected to make every effort to understanding their condition as well as their treatment. This treatment is usually multidisciplinary and often includes physical therapy, exercise, diet, smoking cessation, cognitive therapy with a psychologist, and alternative treatments. It is the patient's responsibility to ask questions when something is not understood. It is imperative that patients participate in all recommended treatments. Missing physical therapy, psychology, and other appointments cannot be tolerated. Compliance is critical to successfully treat your pain. It is also the patient's responsibility to follow all of the clinic's rules, as well as state and federal laws pertaining to controlled substances (if you are receiving them). You should always know the name of the medications you are taking, the dosages, the schedule, the amount left, and how long it will be before you run out of your medications. Patients should have a list of their medications with the above information readily available. After each appointment, always check your prescriptions before you leave the office.

### **How to prepare for each appointment**

- Be on time. Always try to be in the office at least fifteen (15) minutes prior to your medical appointment, thirty (30) minutes prior to any procedure at WCSC or WCSC-Bayside.
- Read all the information provided to you.
- Write down all of your questions, including all of the points you want to address with your physician.





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- Carefully and truthfully answer the pain questionnaire.
- Bring in all of your pain medications for pill count.
- Always bring a list of all your current medications, dosages, schedule, and the names of the prescribing physicians.
- Bring the reports on any MRI, CT, or nerve conduction test you have had done in past 2 years. List when and where you had any studies done. Please bring the CD (actual films are acceptable) containing the X-rays and MRI images to your appointment.
- In the interest of time, please bring a list of all medications taken currently and taken in the past. List side effects or complications of all past medicines and why you no longer take them.
- List of all physicians that had been involved in your care, include their address and telephone numbers.
- If your insurance requires appointment pre-approval, make sure you have this prior to being seen in our offices.
- Bring your insurance card to every visit. If you have multiple insurance cards please bring them with you.
- Always bring your co-pay.
- Bring your driver's license.

### **Bring the following insurance information:**

- Subscriber's name and date of birth.
- ID and Group number.
- The complete insurance billing address.
- The insurance company's telephone number and contact person.
- The subscriber's employer.
- The patient's relationship to the subscriber.
- Photo ID of patient.

### **If you are a Workers' Compensation/auto liability patient, please bring the following information:**

- Date of the accident.
- Date you were last able to work (if applicable).
- Working diagnosis for the claim.
- Patient's claim number.
- Name and telephone number of the claims adjuster.
- Pending claim litigation- your attorney's name, address, and telephone number.
- Approved Diagnosis Codes.

### **Ideas, Suggestions, and Quality Improvement**

We encourage you to make suggestions to improve our pain management services, policies, and procedures. While we hope everyone is happy with the care they receive, it is the nature of the business that there is always room for improvement.

All patients should receive a customer satisfaction survey at some time in your series of visits. Please take the time to complete this form. Your comments are valuable to us developing programs and systems to better serve you as well as all future patients.

We also have customer grievance forms you may request to document your concerns, whether they are positive or negative. We take all complaints seriously and every written complaint is discussed at our quality improvement committee meetings.



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By now, it should be obvious we believe in providing as much information as possible to our patients. We have this information available at the clinic, as well as on our website [www.cc4pm.com](http://www.cc4pm.com).