

Comprehensive Pain Management

Patient Information

Health Care Providers

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Our Mission

At *Comprehensive Pain Management*, we offer a multidisciplinary evaluation and treatment for acute and chronic pain syndromes, as well as cancer pain.

Our goal is to achieve maximum pain relief for the greatest length of time possible and to facilitate the return to a normal productive life.

Contact Information

3870 Medical Park Drive, SW
 Austell, Georgia 30106
 770-948-6824 (Telephone)
 770-948-6804 (Facsimile)

3400 Chapel Hill Road, Ste.101
 Douglasville, Georgia 30135
 770-948-6824 (Telephone)
 770-948-6804 (Facsimile)

1295 Hembree Road Ste. 101
 Roswell, Georgia 30076
 770-948-6824 (Telephone)
 770-948- 6804 (Facsimile)

110 Evans Mill Drive, Ste. 803
 Dallas, Georgia 30157
 770-948-6824 (Telephone)
 770-948-6804 (Facsimile)

Comprehensive Pain Management is a smoke-free facility.

Welcome To Our Office

We appreciate the confidence you have shown in choosing us for your medical care. We hope the following information will help put you at ease by providing useful information about our practice.

Purpose

We at *Comprehensive Pain Management* are dedicated to providing quality, comprehensive, cost effective health care. Our physicians are board certified by the American Board of Anesthesiology and specialize in pain management. Our staff is well trained to provide quality, concerned care.

Hours

Monday-Friday 8:30am- 4:30pm

After hours or Emergencies:
Dial 911 or go to the nearest hospital emergency room or call 770-948-6824 and follow the instructions.

Hospital Affiliations:

WellStar Cobb Hospital
 Austell, Georgia

WellStar Douglas Hospital
 Douglasville, Georgia

North Fulton Regional Hospital
 Roswell, Georgia

Nurse Practitioner

We have employed a nurse practitioner to supplement your healthcare needs. These physician extenders are thoroughly trained and work closely with the clinic physicians.

Appointments

Please call during regular clinic hours. **If you are unable to keep your appointment, please let us know at least 24 hours in advance to avoid possible additional charges for missed appointments.** Prompt notice makes that time available to another patient who may otherwise be unable to get an appointment.

Phone Calls

The medical assistants return phone calls in order of urgency. All calls are returned within 24 hours.

Prescription Refills

Prescription refills will only be given during regular office hours. No prescription refills will be made after office hours or on the weekends or holidays.

Notice of Privacy Practices

Comprehensive Pain Management respects your privacy. We understand that your personal health information is very sensitive. We will not disclose your information to others unless you tell us to do so, or unless the law authorizes or requires us to do so. The law protects the privacy of the health information we create and obtain in providing our care and services to you. For example, your protected health information includes your symptoms, test results, diagnosis, treatment, health information from other providers and billing and payment information related to these services. Federal and state law allows us to use and disclose your protected health information for purposes of treatment and health care operations. State law requires us to get your authorization to disclose this information for payment purposes.

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Financial Policy

Comprehensive Pain Management charges a \$1.50 fee for all financial transactions; however this fee will be waived as a discount for all cash payments.

PAYMENT IS DUE AT THE TIME OF SERVICE

COPAYS: KNOW THE AMOUNT OF YOUR CO-PAYMENT AND COME PREPARED TO PAY IT. Your insurance requires that you pay your co-pay at the time of service. If you are not prepared to pay your co-pay, we may be required to reschedule your visit with the doctor.

Medical Forms: *Comprehensive Pain Management* charges a \$25.00 per form fee for any form to be completed and signed by one of our physicians.

Narrative Reports: *Comprehensive Pain Management* charges a \$100.00 per page fee for any narrative report.

Missed Appointments: Any patient with an appointment that is not cancelled at least 24 hours prior to the scheduled time will incur the following charges: **\$50.00** for an office appointment. **\$100.00** for a procedure appointment.

INSURANCE: READ AND UNDERSTAND YOUR INSURANCE POLICY. Your policy is a CONTRACT between you and the insurance carrier. Read it, understand it and ask questions. **DO NOT ASSUME YOUR POLICY AUTOMATICALLY COVERS EVERYTHING.** Even different policies from the same insurance company can have different requirements. It is **YOUR** responsibility to know what your policy covers and what it does not. Always carry your insurance card with you. You will need it for all office visits and may need it in case of an emergency. Some insurance carriers require we verify your coverage for each office visit. Without this information, we may have to reschedule your appointment or you may have to pay at time of service. Some carriers require a referral or prior authorization from your primary care provider. It is **YOUR** responsibility to obtain this referral. **IF YOU DO NOT HAVE A REFERRAL OR AUTHORIZATION, YOU WILL BE RESPONSIBLE FOR PAYMENT OR WE WILL RESCHEDULE YOUR APPOINTMENT.**

Comprehensive Pain Management accepts all insurance plans except Kaiser and Medicaid. Our physicians do most of our procedures in our own Surgery Centers. These Surgery Centers maybe out of network for some insurance plans please check with your insurance plan. Should you need assistance with your bills for the Surgery center please call Kim Byrd at 770-948-6824 ext. 102. She may be able to help you become eligible for indigent or charity care with a letter of financial hardship.

Motor Vehicle Accidents: You will be required to pay at time of service. Pain Management Center will not bill your motor vehicle insurance.

NSF Checks
If a check is returned as NSF, there will be a \$25.00 NSF charge applied plus the amount of the check.

Delinquent Accounts
If your account is delinquent you will receive a letter from the Billing Department notifying you that you need to make a payment to clear your account. If payment is not made, your account will be turned over to a professional collection agency.

Insurance Claims
If a claim is 45 days old, and there has been no response from your insurance company, we will release the bill to you for payment or for you to contact your insurance company to find out why they have not responded to the claim submitted.