

Welcome!

We appreciate the opportunity to provide you with health care. Our staff is composed of qualified professionals, who work together as a team to bring you the highest quality treatment in a warm, caring setting.

### **APPOINTMENTS**

Office hours are Monday-Friday, 8:00 am to 4:30 pm. To schedule or cancel an appointment, please call **(256) 265-7246**

We will see all patients on an appointment basis and ask that you call in advance so that we may reserve time for you. Appointments not canceled 24 hours in advance will be subject to regular office visit charges. If you are more than 15 minutes late for your scheduled appointment, we may need to reschedule.

### **EMERGENCY CARE**

Call 9-1-1 for any life-threatening emergency and notify our center.

### **TELEPHONE CALLS**

We encourage you to call with questions you may have concerning your healthcare, and our staff is trained to answer most questions related to your care. **PLEASE DO NOT DUPLICATE YOUR CALLS.** Phone consultations are subject to a charge.

### **PRESCRIPTIONS AND RENEWALS**

To refill a prescription, call **256 (265-7455)**.

All prescriptions and authorizations for renewals should be requested during regular office hours. **PLEASE ALLOW 48 BUSINESS HOURS** for your prescription to be refilled. No prescriptions will be refilled on weekends.

NOTE: Prescription refills are not considered an emergency.

### **INSURANCE**

Healthcare insurance is intended to cover some but not all of the cost of your treatment. Most plans include co-payments, deductibles and other expenses which must be paid by the patient. If your insurance changes at any time, please notify our office.

### **ABOUT YOUR BILL**

As services are provided, you will be billed by the following entities: Huntsville Hospital, which provides the technical component of care; and the Tennessee Valley Pain Consultants, which provides the Professional Physician Care.

#### **Huntsville Hospital:**

You will be billed for supplies, X-rays (C-Arm), Medications, Psychological Services, Facility Charges or Physical Therapy. If lab work or any additional X-Rays are performed, there will be a separate charge.

#### **Tennessee Valley Pain Consultants:**

You will receive a bill from this group in association with clinic visits, follow-up visits, procedures, counseling sessions and anesthesia services.

***We appreciate the opportunity to care for our patients. Thank you!***