

Q. Aside from medications, what other treatment options do you offer? While medications may be prescribed that can be helpful for specific pain problems, our practice provides the most progressive treatment options for the management of pain in the region including:

- Epidural/nerve block injections
- Trigger point injections
- Acupuncture
- Physical Therapy/Massotherapy
- Implantable spinal cord and medicine pumps
- Minimally Disc decompression
- Radiofrequency
- Platelet Rich Plasma Injections (PRP) for acute and chronic musculoskeletal injuries.

Q. What if I need to obtain an appointment immediately? We fully understand that in some cases a patient cannot wait the amount of time it takes to schedule a new referral and some patients may need an appointment scheduled as soon as possible. Please know that every effort will be made to accommodate an urgent appointment request for a **true medical emergency**. Note: The specialist ultimately decides if the request is a true emergency. If a specialist is unavailable, the patient may be directed to the emergency room.



Q. Is it true that not every patient referred will be accepted for treatment? Why? Each referral is closely reviewed and decisions are made on a case-by-case basis. Examples of patients who may not be accepted into our program include but not limited to: patients with drug seeking behavior, patients taking or testing positive for street drugs, and patients with felony conviction(s).

Q. What is your policy regarding writing pain scripts for newly referred patients? Our specialists do not guarantee writing pain prescription(s) for a new patient and may defer prescription writing back to your referring physician. Our goal is to work together with your referring physician to coordinate prescription writing to ensure a

Q. What is an “Opioid/Scheduled Drug Agreement”? All chronic pain clinic patients receiving narcotics from our practice must sign and comply to the conditions detailed in our “Opioid/Scheduled Drug Agreement.” The Agreement explains in detail what policies and procedures patients on narcotics must comply with in order to participate in our Chronic Opioid Program.

Q. Will my referring physician’s office be notified when I sign an “Opioid Agreement?” Yes, a letter will be faxed to your referring physician when a you are prescribed narcotics and have signed our “Opioid Agreement.”

Q. What should I do if I have an issue or emergency related to my pain after office hours, during the weekend or on holidays? Our pain specialists rotate After Hours On-Call duty, 7 days per week. However, if it is an emergency, you should go to your nearest emergency room.

Q. If I have an issue or concern, who should I contact? Please feel free to contact our Main Office in Boardman with any questions at 330.629.2888 or toll free 1.888.784.4312.



You Don’t Have Time For Pain...

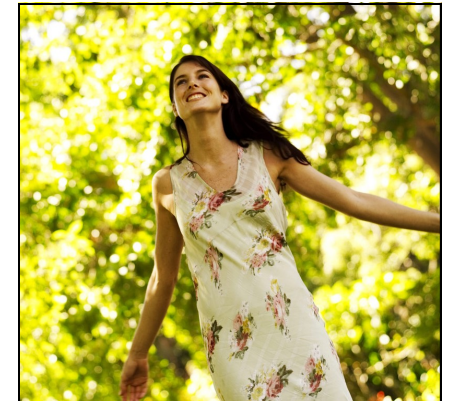
Let Us Help You Manage it.



Providing the Region’s Most Progressive Pain Management Options™

Patient Quick Guide

Frequently Asked Questions





Providing the Region's Most Progressive
Pain Management Options™

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Board Certified Interventional Pain Management

Welcome!

Your physician has referred to the Doctors Pain Clinic to schedule a Consultation Appointment with one of our pain management specialists. We are sure you have lots of questions about what will happen next. This guide was created as a reference tool to better serve you and to help you know what you may experience and expect as a new patient. These are the most frequently asked questions we regularly receive from patients.



Q. Why did I get referred to Doctors Pain Clinic?

You were likely referred to our office from your physician's office because you have been in chronic pain for several consecutive months or you have had no response or an inadequate response to other conservative treatments for your pain or you are seeking non-surgical alternatives for their pain.

Q. How long does it take for a newly referred patient to obtain an appointment for consultation?

*It is our goal to ensure that appointments are scheduled in a timely manner. Most appointments to see one of our specialists are scheduled within 2 to 2.5 weeks after we receive your referral information. **Please note:** this time frame may increase or decrease depending on physician schedules and patient volume. **Our office schedules appointments in the order the request is received from our Referral Faxline.***

Q. Who will contact me and when will I get an appointment with the Doctors Pain Clinic?

- *A staff person from our Appointment Referral Desk will contact you after our office receives a referral request along with important information about your pain condition from your physician.*
- *We will work with you to schedule a date, time and one of our offices most convenient for you. We will also confirm which pain specialist you will be seen by.*
- *Once you receive an appointment, a **New Patient Information Packet** will be sent to you. You will need to complete all enclosed forms **BEFORE** your appointment.*

Q. What do I need to bring with me the day of my Consultation appointment?

- **Photo ID:** Without a photo I.D. your appointment will need to be rescheduled.
- **Insurance Card:** Any co-pay if applicable will be due at the time of visit. **Note:** If you do not have insurance, please call our Billing Department: 1.888.784.4312 ext. 121.
- **List of current medications or current prescription bottles:** Include over-the-counter medications and vitamins.

Q. What insurances does your office accept? We accept a wide variety of commercial insurances as well as Medicare, Medicaid and Worker's Compensation.

Please Note: Not all insurance plans are accepted at all Doctors Pain Clinic office locations. Please call our Main Office at 330.629.2888 or toll free: 1.888.784.4312 if you have a question about a particular insurance.

Q. What type of medical conditions do you treat for pain? We treat a variety of medical conditions that may cause pain including but not limited to: arthritis, bursitis, tendonitis, cancer, carpal/tarsal tunnel syndrome, herniated discs, low back pain, migraine headaches, post traumatic pain, Raynaud's syndrome, Complex Regional Pain Syndrome (RSD), shingles, strains/sprains of neck, chest, back, failed back surgery syndrome as well as acute and chronic musculoskeletal injuries and sports injuries.

Q. Why does your office require a consultation? Our Pain Specialists require a consultation with a newly referred patient to evaluate and meet each you in person in order to create an individualized treatment plan that is best suited for you.

Q. What information does my referring physician submit to your office about me? Your referring physician will send over the last two progress notes related to your pain condition, a medication list, demographic information about you (age, home address, insurance info, etc) C-9 Form (for Worker's Comp), any recent diagnostic test result reports that you have completed (MRI, CT, X-Ray, EMG, etc.) as well as any notes from other physicians who treated your pain.

Q. Why does the Pain Clinic request a lot of background information on a patient for referral? The information we request about you is vital and used by the specialists for review before and during your consultation appointment. Many times, by the time a patient is referred to our pain specialists, they have undergone a variety of treatments or have seen other specialists to help manage their pain. The information our pain specialists request helps give a "snapshot" of what the patient has done for their pain.

Q. Do I need to have an MRI or other diagnostic tests completed prior to getting referred to our office? It is certainly helpful if you have an MRI done before getting referred to us as it helps expedite the treatment process. However, an MRI is not required for referral. During the initial consultation appointment, the specialist will order any diagnostic testing if needed.

