

PRO SPORTS AND PRO SPINE

Dear Patient:

Welcome to Pro Sports and Pro Spine.

The following information is for your convenience and is provided to help you understand some of our policies and procedures.

1. Our attempt is to see all our patients on time, circumstances beyond our control can interfere with that goal. If you have been waiting 15 minutes beyond your appointment time, let the front desk know.
2. If you are late for your appointment, the front desk will notify the clinic and see if the Doctor is able to see you. We may need to reschedule your appointment in order to accommodate patients who are on time and to get our Doctors to their scheduled surgeries.
3. When copies of x-rays and records are needed, we require a 24 hour notice so our staff is not interrupted during clinic time.
4. Insurance co-pays, deductibles, and/or percentages are due at time of check out. If we do not participate with your insurance, payment in full is expected at time of service. We will file your insurance as a courtesy for your reimbursement.
5. Request for prescriptions should be called in as early in the day as possible, a message will be taken and given to our clinic, they will call in the prescription during the noon hour or after p.m. clinic. Please call your pharmacy to see if the prescription has been called in prior to calling us back. Prescriptions will not be filled after 5:00 p.m. M-Th, Fridays after 3:00 p.m., or on weekends.
6. If you call during office hours to speak with our clinical staff, a message will be taken. You will be called back at their earliest convenience.
7. Without necessary materials (paper work, xrays, MRI's, test results, etc.), your appointment may be rescheduled until those materials are available to us.