

**Clinic Policies and Procedures**

Dr. Jaime A Sued, MD welcomes you to Altus Spine and Joint Pain Care, for your convenience, we have provided office policy information below. Some information is provided simply for your review so you may be well informed of your rights and obligations as a patient. If you have any questions or concerns regarding these policies, clinic patient service staff will be glad to answer any questions you may have.

**Clinic operation hours:**

Our business hours: Monday to Thursday 8:00 am to 5:00pm, and Fridays 8:am to 12:00pm.

**Appointments and Reminders**

New Patient appointments

To request a New Patient appointment please visit our webpage: [www.altuspain.com](http://www.altuspain.com). Click on request a New Patient appointment and follow the instructions to fill the yellow box information requested.

Please confirm your prefer contact options, because after you finish the request appointment form, our system will contact you to confirm your request or give you more options for your visit.

If the new patient visit request comes from a PCP office or other specialists, please follow the same instructions and fill the PCP information. Is mandatory to send via efax or fax (956-663-0050) the office visit authorization if its applicable, the referral document with all the demographic and the clinic information including Xray’s, MRI, CT Scan or EMG”s if its applicable.

Before the Appointment:

After your appointment request, we’re going to give you the Patient Portal Access to create your interactive clinic account, to obtain all your clinical and billing information, to prepare you for the upcoming visit and be more effective, with the time and information gathering.

The first step is filling all the information in the clinical system about your demographics information’s and your clinical history. Upload Insurance card(s), Photo ID, take an upload your own photo. After you filled all that information, we can work on your visit to obtain authorizations, assignment of benefits and PCP referrals if it’s necessary.

New patients are asked to arrive 15 minutes before their appointment time to complete a new patient packet and to allow time for verification of benefits. New patients that arrive less than 5 minutes before their appointment time will be asked to reschedule.

If for some unusual reason the patient can’t filled the forms before the visit please arrive at least 30 minutes before the appointment time, to fill all the information needed for the visit.

What to Bring to the Appointment

You can save time at the clinic by coming prepared for your visit with the following:

* Insurance card(s).
* Photo ID.
* Bring a list of all your current medications.
* Any diagnostic images, such as XRAY, MRI, CT SCAN, related to the visit. We prefer a CD of the films, but you could bring reports as well.
* A list of all allergies.
* A list of questions you want to ask your healthcare professional.

What to wear for the Appointment:

For adequate examination please try to wear comfortable loose clothes, and footwear, such as exercise cloth; this will aid on the case of the physical examination or in case you need a procedure.

Follow up visit:

During a follow up visit at the office, we will review typically your progress since last appointment, discuss any ongoing symptoms or concerns, and assess the effectiveness of your treatment plan. Many times as well will evaluate a different area of pain complain or a new pain symptom.

The doctor may perform a physical examination, order diagnostic tests if necessary, and make any adjustments to your treatment based on your current pain problem status. It’s an opportunity to ask questions and ensure you’re on the right track towards improvement.

What to bring:

* A list of any medications you need refills.
* Also bring any medical records or imagen studies that you may find related to your pain problems.

What to wear:

For adequate examination please try to wear comfortable loose clothes, and footwear, such as exercise cloth; this will aid in the performance a thorough Physical Examination or in case you need an interventional procedure.

Interventional Procedure Appointment

How to come adequately prepared to the Appointment:

* Hydrate well yourself in the morning with clear liquids: water, sport drinks, plain tea or coffee, juices without pulp and clear sodas such as Sprite.
* May have a light breakfast such as: chicken broth, cereal, oatmeal, a piece of toast, 1 egg. Do not eat greasy foods such as bacon, sausage, or chorizo.
* Take your most essential medications such as anti-hypertensive and diabetes drugs.
* Do not take BLOOD THINNERS medications as instructed by our personnel prior to interventional procedures. If there are any questions regarding the number of days needed to hold these medications, send us a message via patient portal or call the office staff.
* Turn cell phones off prior to coming into the procedure room.
* Is the safest and best practice to always bring a driver or companion for the procedure appointment. You may or may not require intravenous sedation, but we want you to be comfortable and to have a pleasant as well as safe experience.

What to wear for the Appointment:

* For Neck, Lumbar or Joints procedures please try to wear comfortable loose clothes, and footwear, such as exercise cloth. For some procedures you may need to change into a patient gown.
* Avoid using jeans or any type of cloth with metal buttons.
* Try to avoid using jewelry or any accessories.
* If wearing a belt, please remember to remove it prior to the procedure.

What to expect after Interventional Procedures:

* Interventional procedures or blocks are an important part of your treatment plan to improve and control your pain symptoms. We are following best practices steps for your specific diagnosis, obtain after a careful and detailed office visit.
* This mentioned interventional procedures are also “diagnostic”, meaning that based on the improvement of your symptoms is that we can further demonstrate the source of the pain complaints and confirmed the suspected diagnosis.
* Please do not feel discouraged if the improvement of your pain symptoms does not meet your expectations or the relief is not lasting. During the appointment of follow up will discuss in detail your symptoms and redirect the treatment as necessary. Interventional procedures are one of our tools to obtain an adequate and precise diagnosis.

Appointment’s Modification and Cancellations

To request cancelation or to modify an appointment, please visit the webpage: [www.altuspspine](http://www.altuspspine).com.; please try to do it 24 hours in advance so we can schedule another patient at that time. If you have an emergency just before your appointment, you can go to our webpage or to your patient portal and reschedule the appointment; if you’re not able to have an access, you can call us and leave us a message to reschedule the appointment.

**New Prescriptions/Prescription Refill**

The following guidelines for new prescriptions and prescription refills are provided to ensure you receive quality care and service:

* For medication to be effective, it should be taken exactly as your provider prescribes it. Is much easier to evaluate the progress made with a medication if a patient has remained compliant with instructions.
Any controlled substance or prescribed medication refill is not provided without an evaluation first. Please request a follow up refill schedule appointment. If your prescription bottle indicates you have refills left, you do not need to make an appointment at the office; your pharmacy will refill this for you.
* It will generally take your provider 36-48 hours to contact your pharmacy when issuing a refill request.
* Whenever you feel a medication is ineffective or needs adjusting, please request an appointment through your patient portal or webpage [www.altuspain.com](http://www.altuspain.com).
* If you have any concern about the medication, please send us a message through the patient portal, so we can analyze the case and give you better options.

**Referrals to Specialists**

Some medical conditions may require a referral to a specialist in a particular field of medicine. If this is the case, you will most likely need to see your primary care provider first. This is because your medical records are maintained by your primary care provider who understands your medical condition along with your medical history and course of treatment. Therefore, your primary care provider can recommend what specialists would be appropriate to be referred.

If referred to a specialist, your insurance plan may require referral paperwork or other authorization for visits to any of our specialty providers. Please contact your primary care provider or insurance company for more information.

**Requesting Records**

If you request copies of your medical records, please do it through your patient portal, and first fill the *Authorization for Release of Medical Information*. We ask that you please allow a minimum of two business days to prepare your request for pick-up.

A patient may request records for:

* Personal use
* To leave your current practitioner and have your medical care transferred to a new practitioner in another clinic.
* When your practitioner has referred you to the care of another practitioner or specialist

**After Hours Care**

After our regular service hours (Monday-Thursday 5:00pm and Friday 12:00pm) if you have a situation that necessitates contacting your provider during these off-hours, please leave us a message through your patient portal. If you have an emergency that you would consider serious or life-threatening, go directly to the Emergency Room or dial 9-1-1 for emergency assistance.

**Patient Termination Policy**

Although it is an infrequent occurrence, a provider/patient relationship may be terminated. Reasons for termination include but are not limited to use of foul language; chronic noncompliance with recommended therapy; abusive behavior of staff, practitioners, visitors, or other patients; or other disruptive behavior. A patient who is terminated will be notified of the termination and given 30 days to locate another medical office for their continued care.

**Patient Feedback/Advocacy**

Our medical practice welcomes and encourage your feedback, both positive and negative. After your visit at the Patient Portal please fill our patient opinion surveys, to provide feedback on a recent visit. Our surveys also are delivered via email, SMS text message; we encourage you to share your opinions with us. We take feedback very seriously and communicate it with the entire staff.

**Privacy Policy**

We are required by law to maintain the privacy of your medical information. We are also required to notify you of our legal duties and privacy practices regarding your medical information and abide by the terms of this Notice. This Notice of Privacy Practices provides detailed information about how we may use and disclose your medical information with or without authorization as well as information about your specific rights with respect to your medical information.