



PATIENT RESPONSIBILITIES

At Southwest Pain Management, we believe patients and families are partners in ensuring that the best possible care is provided in a healthful, safe environment. We count on you to participate in your care in the following ways:

1. When requested by SPM staff, present your insurance card(s) and present picture identification. At each appointment your co-payments and balances due must be paid. SPM accepts cash, money orders, travelers' checks, Visa, MasterCard, Discover, bank cards and checks. SPM has sanctions associated with returned checks and non-payment of accounts.
2. Know what your health plan benefits are so we can appropriately provide medical care to you and refer you, when necessary, to an outside medical provider; such as, laboratory, pharmacy, x-ray, etc. Talk with your insurance company to determine if SPM is a contracted or network provider.
3. You are required to have a Primary Care Physician (PCP) and provide SPM with your PCP's current Name, Address and Phone number.
4. Don't be late for your appointment. Be at this office at least fifteen (15) minutes prior to your scheduled appointment time to check in, provide your medical information and complete the patient interval questionnaire. If you are late you may be rescheduled.
5. Provide the physician with the most accurate and complete information regarding present complaints, past illnesses, hospitalizations, medications, allergies and unexpected changes in your condition.
6. Follow the plan of care, if agreed upon, or express concerns with compliance.
7. If you are prescribed medications, you MUST maintain compliance with laboratory studies as well as all conditions of the narcotic contract or you WILL be discharged.
8. You and your family are responsible for following the pre-operative and post discharge plan of care. You are responsible for the outcomes if you do not follow the plan of care. Ask questions when you do not understand what you are told or what you are expected to do.
9. Provide an adult to transport you home from after a procedure, and remain with you for 24 hours, if required by the physician.
10. At each appointment, and prior to your treatment or examination, you are responsible for completing a patient interval questionnaire which includes a complete listing of all your medications including over-the-counter products and dietary supplements as well as any allergies or sensitivities.
11. Sign all forms pertinent to medical treatment, authorization, billing agreement and release of medical information.
12. Your medications must be taken as prescribed. Medication refills are made during your visit. Be sure to review all your medication needs with your attending medical provider during your appointment.
13. Inform SPM about any living will, medical power of attorney, or other directive that could affect your care
14. Be respectful of all the health care providers and staff as well as other patients. You and your family are responsible for following the practice's rules and regulations concerning patient care and conduct.