



**BLUE RIDGE  
PAIN MANAGEMENT**

**3 Walden Ridge Drive, Suite 100 • Asheville, NC 28803 • (828) 350-9310 • Fax (828) 350-9311  
www.blueridgepainmanagement.com**

Dear Patient:

Thank you for choosing Blue Ridge Pain Management where we provide compassionate, quality pain management. At our clinic you will find caring providers and staff members who take the time to build relationships with you and your family.

Your New Patient Evaluation has been scheduled by our staff per the scheduling phone call you received. You will receive a reminder phone call the day before your appointment.

This New Patient Information Packet is designed to collect the information necessary to begin our partnership. It also contains important information for you as our patient. In an effort to streamline the check-in process, please complete, sign and return the included forms prior to your appointment. If that is not possible, please come to your appointment with these forms completed, 15 minutes prior to your scheduled appointment time.

If you are unable to complete these items prior to your appointment, please plan to arrive 45 minutes prior to your appointment time to fill out this paperwork before you are seen.

***If the paperwork is not completed and processed by our staff by your scheduled appointment time, your visit will be rescheduled.***

Our office staff will need to make a copy of your insurance information and photo identification. We will ask for this information at each visit. If you cannot provide current insurance information and we cannot verify coverage, you may need to reschedule your appointment or make payment in full for that day's services.

Please read our clinic policies on the following page. We endeavor to make every visit to our clinic a great one!

Please contact us with any questions you may have or visit our website for additional information and directions to our clinic. [www.blueridgepainmanagement.com](http://www.blueridgepainmanagement.com)

We looking forward to meeting you soon,

Sincerely,

Blue Ridge Pain Management

## Clinic Policies

Here is some information about our policies that will help us provide you with the very best care.

**NEED A PRESCRIPTION REFILLED?** If you need a prescription refill, please call your pharmacy. The pharmacy will contact your clinic to get approval to refill your prescription. Please allow 48 hours for refills to be requested and processed.

**CONTROLLED SUBSTANCES AND NARCOTICS:** Our providers will provide for the pain management needs of their patients. For those patients needing medication to control pain, our providers perform an appropriate physical examination to evaluate the problem. From this evaluation, the provider will recommend appropriate treatment which may include interventional procedures in addition to medications. Please note that narcotics prescriptions will not be authorized by on-call providers. You will not be prescribed controlled substances on your first visit. Please make arrangement with your current provider to prescribe these for you until we have finalized taking on your pain management care.

***At every visit, it is important that you bring all prescribed medications in their original, most recent packaging to every appointment. Even if the packaging is empty.*** This will help your providers decide upon the best treatment options and watch for any interactions. If you fail to bring them to every visit, you will be rescheduled until you have them with you.

**MAKING YOUR CO-PAYMENTS:** Your insurance co-payment (co-pay) is expected at the time of your service. If you cannot make payment at the time of your service, you will be rescheduled. If at any time you accrue a balance, you will not be seen until the balance is brought current.

**WAITING FOR TEST RESULTS?** You will be contacted directly with the results of tests. Please allow up to two weeks. If you don't receive your test results within two weeks, please contact your provider.

**OUTSIDE LAB/PATHOLOGY/X-RAY SERVICES:** If your lab, pathology tests or x-rays are sent to a service provider outside of our clinics, you may receive a separate bill from that provider.

**RESCHEDULING OR CANCELLING APPOINTMENTS:** Please be courteous to other patients and your provider by giving us twenty-four (24) business hours' notice if you need to cancel or reschedule your appointment. New patients who fail to keep or appropriately cancel appointments may not be accepted into a provider's practice. Established patients who miss three (3) scheduled appointments without notice within twelve (12) months may be asked to find another clinic. There is a \$35 charge for all appointment that are not rescheduled or cancelled in the 24 hour notice time frame.

**USING YOUR CELL PHONE:** As a courtesy, please limit the use of your cell phone while you are in the waiting room. Please do not make or receive calls while in the exam room.

**AMBULATORY CLINICS:** Patients presenting to our clinic must be ambulatory or provide their own assistance.

**ADVANCED DIRECTIVE/POWER OF ATTORNEY:** If you have an Advanced Directive or a Power of Attorney, please tell your provider and provide us with a copy for your medical record.

**WEAPONS:** Blue Ridge Pain Management is a weapons free environment. If you have weapons, you must leave them behind before entering the buildings or grounds.

**NO SMOKING:** Blue Ridge Pain Management facilities and grounds are smoke free. Smoking is not allowed on the property.

**SERVICE ANIMALS:** Only certified services animals are allowed in our facilities.



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