

TBSI OFFICE POLICIES

Welcome to TBSI Neurosurgery, part of the CHI St. Joseph Health Medical Neighborhood. Our practice is committed to providing comprehensive, patient-centered neurosurgical care to you and your family.

Care Team Responsibilities: We pride ourselves on providing you with team-based care in which each member of your care team fully utilizes their specific skills and abilities. Your care team may be comprised of physicians, physician assistants and office associates. While all are involved in your care in various ways, your neurosurgeon is the *leader* of your care team and is ultimately responsible for your treatment.

Communication: As a member of the CHI St. Joseph medical neighborhood, we work to coordinate your care across multiple settings, including primary care, other specialties and emergency medicine. Below are the communication processes you can expect from us:

- Your referring provider/primary care provider will be notified when your appointments have been scheduled and may be sent notes from your visit with us after your appointment.
- Many of your procedures, tests and prescribed medications are accessible by your care team in your electronic medical record.
- When you contact us via telephone or the web portal, we will respond to your questions as soon as possible. If your provider is not in the office, you will be notified of an expected response time given the provider's availability.
- We will release information ONLY to you, or to the individual you designated on the Medical Release of Information form.

These efforts are part of our mission to eliminate duplicate paperwork, unnecessary tests, and most importantly, provide the care you need, when you need it, and in a manner which you can understand.

Our Expectations of Our Patients: In order to allow us to provide you with the best possible care, it is important that you share your current contact information, your physical and mental health history, your medication lists, allergies as well as any social factors (living situation, relationship status, etc.) which may affect your physical, mental or emotional health. Please also provide the names and contact information of other providers you may be seeing in addition to your preferred pharmacy. This way, we can understand your health from a whole-person perspective. In the following sections you will find more information about our expectations from you as our patient.

NEUROSURGERY BUSINESS HOURS

Monday – Friday from 8:00 a.m. – 5:00 p.m.

Closed 12:00 - 1:00 p.m. for lunch

DISCLAIMER: Scheduled surgeries may cause clinic schedules to run behind, resulting longer wait times and/or cancelled appointments. We will do our best to keep you updated to any potential schedule changes as we become aware of them. Thank you for your patience.

After Hours Care: You may call our office (979-776-8896) and will have the option to either leave a voicemail by dialing 0 once or be transferred to speak to our answering service by dialing 0 again. Should the nature of your call require a clinical assessment, the neurosurgery call team will be notified in order to render appropriate care. Please be advised, all emergency care will be rendered through the nearest emergency room. If your issue is non-emergent, you may leave a message and our staff will contact you the next business day.

Urgent Care: if you are experiencing any of the following symptoms, REPORT TO THE NEAREST EMERGENCY ROOM IMMEDIATELY.

- Chest pain, especially in men over 35 and women over 45.
- Shortness of breath
- Vomiting blood
- Stroke
- Fainting spells, especially in men over 35 and women over 45.
- Throat swelling from allergic reaction
- Unable to urinate
- CSF leak with severe headache
- Deep Vein Thrombosis
- Low or high blood pressure
- Temperature over 101.5

Insurance and Payment

- We accept most forms of commercial and private insurance, as well as Medicare and Medicaid. However, it is a good idea to contact your insurance to insure our providers are contracted with your specific plan to prevent any inconvenience or financial burden.
- If your insurance required you to have an authorization or referral from your primary care physician, our office must have received that prior to your office visit or we will be unable to see you that day.
- Uninsured patients are required to provide payment at the time of service.

Arriving for Your Appointment

- **Please remember to bring your current insurance card, photo ID, any CDs that have imaging (x-rays, MRI, CT scans) and a current medication list to your appointment.**
- **Location of Appointment:** We have multiple locations and some are in proximity to construction zones, so please confirm the location of your appointment and plan for any travel related delays that may impact your arrival time.
 - For our Bryan location, please be sure to park in the patient parking, marked with blue lines. As we are located on the Texas A&M Health Science Center Campus, we are committed to keeping convenient parking available for our patients and therefore, have these spaces actively monitored to restrict usage by students. Patient parking is conveniently located in the first two rows in front of our building. Parking in an alternate location could result in a parking citation.
- **New patients:** Please arrive **30 minutes early** to your appointment to fill out new patient paperwork. If your paperwork is not completed **PRIOR** to your appointment time, you may be asked to reschedule your appointment out of respect for the other patients. Unless instructed differently, new patients will see the surgeon's Physician Assistant (PA). The PA participates in every aspect of your care, including the surgery if necessary, and will be your primary point of contact for clinical questions or concerns.
- **Established patients:** For your convenience, your appointment with your neurosurgical care team may follow a corresponding appointment for imaging. Please be aware of your arrival time for each office as appropriate. TBSI Imaging is located on the first floor.
- If you are **late** arriving for your appointment or are caused to be late by not completing your paperwork **prior to** your appointment time, **you may be rescheduled** to the next available appointment date and time.

Cancellations / No Show Appointments: Please call at least **24 hours** before your appointment if you need to cancel. If you do not contact our office to cancel your appointment within the minimum of 24-hour notice of your appointment time, this will result in a NO SHOW appointment.

- **Cancellation List:** TBSI does not maintain an active cancellation list. You are welcome to call our office at any time to see if an earlier appointment has become available.
- **Reminder Calls:** TBSI does not routinely make reminder calls for our patient's scheduled appointment times. Please call the office to confirm your appointment if you have any questions.
- **Treatment of Minors:** Patients under the age of 18 must be accompanied by a parent/guardian or have written permission for treatment from a parent/guardian if accompanied by another adult for **every visit**.
- **Cell Phone Usage:** In order to provide the best care possible, we request no cell phone usage during patient visits. It is in the interest of your safety that you provide your full attention to your provider and be an active participant in your treatment plan.
- **Dismissal from the Practice:** If you are "dismissed" from the practice, you can no longer schedule appointments, get medication refills, or consider any other doctors within St. Joseph Neurosurgery to be your doctor. Should you be dismissed, we will send a letter to your last known address, via certified mail, notifying you that you are being dismissed. We will forward a copy of your medical records to your new doctor after you inform us and sign a release form.

Acknowledgement of Notice of Privacy Practices

Patient Initials _____

I acknowledge that I have been provided a copy of the Notice of Privacy Practices of CHI St. Joseph Health, Bryan, Texas.

Authorization to Inspect and Release Protected Health Information

We will release information **ONLY** to you, or to the individual you designated on the Medical Release of Information form. This form is available on our website at www.txbsi.com or at the front registration desk in our Bryan clinic.

Prescription and Medication Management

- **Prescriptions and Refills:** For refill requests, please **contact your pharmacy** at least 3 business days in advance of need. **DO NOT** wait until you have run out of medication. **We do not fill any prescription refills after 5:00 pm, on weekends or during holidays.**
- **Narcotic Prescriptions:** We **DO NOT** prescribe Schedule II medications (Hydrocodone or Norco, Vicodin, Vicoprofen, Lortab, Zydone) in the clinic.

Please sign and date that you have read and understand our office policies.

Thank you.

Printed Name of Patient or Personal Representative

Relationship

Date

Signature of Patient or Personal Representative

Date

Witness

Date