



Guidelines For Pain Management

The mission of Nexus Pain Care is to provide you with an accurate diagnosis, and effectively assist you in the treatment of that diagnosis and help you to cope with your painful condition. We make every effort to do this in a timely, caring, and effective manner.

Unfortunately, our clinic's resources are limited. Some understanding and forbearance on your part will make working together more cordial and effective. The following guidelines will help you to gain the most benefit from your pain management services:

1. A cordial and cooperative tone will facilitate communication with our staff and providers. Thank you for remaining calm and friendly.
2. All patients with pain perceive their symptoms to be special and urgent. We acknowledge that you may be experiencing physical and emotional distress. However, all of the patients referred to this clinic feel this same urgency to obtain treatment. Extra-special consideration cannot routinely be granted in scheduling your visits and treatments due to time, space, and staff limitations. Please know that we will do everything possible to serve you in a timely and effective manner within our limitations. Occasionally a medical emergency arises which may delay the day's schedule – we appreciate your patience in these situations.
3. There are many different options for treatment of chronic pain. If opiate medications are a possible treatment then the patient must follow the Nexus protocol before any opiate medications are prescribed. This protocol includes meeting with our pain psychologist. We will not prescribe opiate medications on the first visit.
4. Chronic pain is not considered to be a medical emergency. Therefore, emergency access to our clinic is rarely indicated. You may be referred back to your primary care physician or to an emergency facility if we cannot accommodate your urgent needs. Please do not wait until the last minute to seek care for an escalating problem.
5. Please make an effort to keep any payments owed to the clinic current. We are unable to accept payment plans. Patients who do not make an effort to pay on an outstanding balance will be asked to seek care elsewhere.
6. No refills of controlled medications will be given over the phone. You must make an appointment.
7. If narcotics or other potent medications to treat your pain are prescribed, you will be asked to enter into a formal narcotic agreement that outlines the rules, risks, and conditions of continued access to these medications. Once you do this, obtaining pain medications elsewhere without our specific written approval will be considered a sign of possible narcotic addiction and may be reason for dismissal from our clinic.
8. Please remember we often will not prescribe opiate medications on the first visit.
9. A current referral along with your co-pay is required at each of your clinic visits.
10. If a diagnostic injection is scheduled for you in the operating room, we will obtain authorization for the procedure through your insurance and let you know that it has been obtained.
11. When you call our clinic, you will usually be routed to a voice mailbox. Please leave your message. We listen to our messages daily and will return your call within 24 business hours. Multiple phone calls on the same day for the same problem are very disruptive. If you do this you will be given a warning to desist. If this behavior continues, you will be dismissed from our clinic.
12. Missed appointments will be rescheduled at the next available time (possibly as long as 3-4 weeks). We will not refill medications in the interim so try not to miss your scheduled appointment. Missing several appointments may be reason for dismissal from our clinic.
13. Arriving late for your appointment is very disruptive and makes it nearly impossible to maintain our commitment to serve you in a timely manner. Therefore, if you arrive **10 minutes** after your scheduled appointment, we will usually not be able to see you that day. We will reschedule your

appointment for the next available time. Arriving late on a routine basis for your scheduled appointments may be reason for dismissal from our clinic.

14. As providers, we are very busy during the day caring for patients. During the course of a normal day, we receive a high volume of calls from patients with a variety of requests and problems. Answering each phone call individually would make it impossible for us to do our job. Therefore, the providers do not personally return patient phone calls. If you leave your concerns on the nurse's voice mailbox, she will discuss them with the providers and phone you back within 24 hours.
15. Not all pain problems will respond to the treatments that we offer in our clinic. Often a 50% pain reduction in pain along with a 50% increase in function is considered a treatment success. At times there may be nothing more we can do for your pain problem. You will be informed of this if this is the case.
16. Psychological evaluation and behavioral counseling to learn methods of coping with your pain is a standard part of the care of any patient referred to a pain clinic. Missing more this appointment may be reason for dismissal from our clinic.
17. If you reach our answering machine after hours, please leave a detailed message and your call will usually be returned within 24 hours. If you are experiencing an emergency situation, please go to a local emergency room.
18. Lifestyle alterations including exercise and physical therapy are the foundation of any pain management care plan. You will be guided in making changes to your lifestyle that will benefit and restore you to function. You will be expected to participate in these activities. Non-participation may be reason for dismissal from our clinic.
19. I recognize that, during the course of the procedures, unforeseen conditions may necessitate additional or different procedures than those explained. I therefore further authorize and request that my physician and any associates or assistants of his/her choice perform such procedures as are, in their professional judgment, necessary and desirable for my well-being. Among those who attend to patients are medical, nursing, and other health care personnel in training who may be present or provide care as part of their education. I understand that the proposed care may involve risks and possibilities of complications and that certain complications have been known to follow the procedure to which I am consenting even when the utmost care, judgment and skill are used. I acknowledge that no guarantees have been made to me as to the results of the operational procedure and that there are no guarantees against unfavorable results. I accept the risks of substantial and serious harm, if any, in hopes of obtaining desired beneficial results of such care and acknowledge that the physicians involved have explained my condition, the proposed health care, and alternative forms of treatment in a satisfactory manner and that all questions asked about the health care and its attendant risks have been answered in a manner satisfactory to me. I agree that still or moving pictures and closed circuit monitoring of patient care may be used for quality assurance or educational purposes, unless I request otherwise.

Following these guidelines is important for continued success in managing your pain. If our clinic guidelines are unacceptable to you, you may choose to seek care from another source more suited to your desires. Thank you for your understanding. We consider it a privilege to serve you. We look forward to a happy and productive working relationship.

I have read and agree to abide by the above guidelines:

Signed _____

Date _____