



## NEW PATIENT INFORMATION

Welcome to the Raleigh Facial Pain Center where our goal is to help you achieve a better quality of life through interdisciplinary pain management. With over 30 years' experience treating and healing patients of all ages, we use our extensive knowledge and experience to seek and find the root cause of your pain. We then use an integrated holistic treatment approach to reduce your suffering. We provide this using the latest scientific advances combined with highly trained healthcare professionals that share knowledge, skill, and empathy with you.

We begin our treatment process by getting to know you very well by spending quality time listening and learning about you. We do this by asking extensive questions to learn how to focus your initial exam time and pinpoint your sources of pain; and also to reduce the time it takes to lessen your pain and discomfort. Filling out the detailed questionnaire is a tedious process but one that is vital to help us understand your pathology (pain or abnormal dysfunction). The better you communicate your history on this questionnaire, the less time the exam will take, and thus the more you can reduce your exam costs.

### Examination Process

Before you arrive, we prepare for your first visit by reviewing your information and any past records you provide us in detail and then custom design the steps for your visit and exam.

When you arrive for your exam we review information with you to refine details and improve our understanding of your pain, the evolution of your pain (time line), and then examine your head and neck structures. We need to know of any pains in the head and neck regions such as headaches or neck pain. All details, facts, and clues can help to accurately diagnose the cause of your pain or dysfunction.

Before you leave, you will receive in-depth information guides to read and study at home. These educational guides will help you learn about the factors that cause your pain and how to make informed decisions about improving your health. Your study time will increase your understanding, allow you to ask more specific questions, which will lead to reduced office visit time and therefore, your costs.

After you leave our office, we compile the information from the exam with your information, study the potential sources of your pain, prepare a diagnosis, and treatment plan. When you come for your second visit (consult), we review our findings and diagnoses with you, map out a custom treatment plan, share information with your referring doctor, and project the expectations for your improved lifestyle.

### Pre-Examination Questionnaire

1. The human body is very complex. Many head and neck pathologies are hard to diagnose. Carefully answer each section of the questionnaire and provide all the information requested. We need to know your primary pain descriptors (who, what, when, how) and the evolution of pain (time line). This is needed so that we can better understand your pain and help reduce your exam time and cost. *Please do not underestimate or understate the information requested.*
2. Ensure that you sign the Patient Consent on page 2 and again at the bottom of the last page of the questionnaire.
3. In order for us to prepare for your exam, please complete and return this questionnaire as soon as possible – at a minimum in our office by the due date given. You can return it by mail, fax, or in person.



### **Previous Records**

In order for us to prepare for your exam and to accurately diagnose your condition, we need all the data related to each and every pain or dysfunction in the head and neck region. Normally our patients are referred by another doctor. Please contact them and provide us with a copy of any relevant medical and/or dental records – no matter how old. This may include exam information, doctor’s notes, lab results, imaging results (such as MRI, CT, x-rays, ultrasound, etc). We need these records to prepare for your exam – at a minimum 3 business days before your exam.

### **Scheduling**

When you contact the office we will schedule an exam time reserved only for you. Because we care about getting to know you, our appointments last longer than most practices. We only schedule one patient at a time. Thus, you will not be waiting in a room full of people. If we discover something in your questionnaire that will require additional exam time, such as a physical complexity or you have not fully completed the information, we will contact you to change the length and cost of your exam.

We respect your time and make it a practice to see you on time. Please assist us in this effort by arriving 15 minutes before your exam time on your first visit and at least 5 minutes early for follow-up appointments. We make back-to-back appointments with other patients and therefore, cannot adjust your appointment ending time if you arrive late.

### **Cancellations**

We understand that you likely have a busy schedule and we recognize that it may change from week-to-week. We try to accommodate changes or cancellations of appointments when necessary. We respect your time and ask that you also respect ours. We block out your appointment time and reserve it solely for you. So if you need to reschedule an appointment, we need 3 full business days notice. If you cannot provide us with this much notice, your credit card will be charged for the missed appointment. Likewise, if you are late for an appointment, you will be charged for the full appointment.

If you must change or cancel an appointment, please call our office and speak to a team member during normal business hours Monday – Thursday, 8 A.M – Noon, and 1 – 4:30 P.M. We ask that you NOT notify us by email or voice mail. These may result in a cancellation fee.

### **Traditional Practice**

Our office operates as a traditional practice; meaning our focus is on you and helping you get better. It also means that payment for services is expected at the end of each visit. You may file for reimbursement afterwards from your insurance provider. We will provide you with a ready-to-mail insurance form at the end of each visit. We also provide a “letter of medical necessity” that you can send to your insurance provider. We will support you and assist with any insurance coverage disagreements after you appeal these decisions.

We also offer Care Credit if you choose to put the charge on a medical credit plan. We offer the 12 month no interest plan while you wait to be reimbursed. You can learn more about this option at [www.CareCredit.com](http://www.CareCredit.com). Most of our patients report that insurance covers about 70 percent of their care.