

OFFICE POLICY

Welcome to Western Neurosurgical Medical Clinic.

Our office hours are 9.00 a.m. to 5.00 p.m. Monday through Friday. Our office staff will be available to assist you during those hours. If you have any questions or concerns, please do not hesitate to voice them. We will be happy to explain anything that you do not understand.

The following paragraphs will address some important policies in our office. Please read them carefully.

Medication Refills: *If you are getting pain medications from any other Physician, please mention it to Dr. Schiffer. You can get pain medication refills from only one physician. If you need a refill of a prescription, please **do not call our office. Instead call your pharmacy.** The pharmacist, in turn, will call our office to request refills of your prescribed medications, **Monday through Friday during office hours.** Refill requests are reviewed by Dr. Schiffer at 4.30 p.m. and will be called-in to your pharmacy. If you are taking more than the prescribed dosage, the medications will not be refilled. Prescription refills **will not be refilled at night, on weekends, or on holidays** (unless it is an emergency), because the doctor does not have your records available to him at those times.*

Workman's compensation: *We would require you to sign a Workman's Compensation Lien, to enable us to collect from your Industrial Carrier if we face any problems receiving our payment. **Authorizations:** We will request authorizations from your Industrial carrier **only once (in writing)**, for any diagnostic tests, durable medical equipment, etc. If we do not receive any response from your claims adjustor, you will be informed and you or your attorney (if any) will have to contact the Industrial carrier directly. We will be happy to schedule the recommended tests after we receive the authorization.*

Letters: *If you request specific letters for specific needs, **there will be a charge** based on the length of the letter and the amount of research required to prepare the narrative. If your attorney requests a narrative report, your attorney will be informed about the fee, based on the length of the report and we expect to be **paid in advance.***

Disability Forms: *Before bringing your disability forms to us for the Doctor to sign, please fill out your part, **sign the form and attach a stamped envelope.** We would also require you to enclose a **processing fee of \$15.00** (cash or check). Please bring the forms well in advance, as our staff would need at least 8 to 10 days to complete the form and obtain Doctor's signature. **Disability forms are your responsibility, so please do not expect our staff to remember to extend your disability. Our staff also does not have the time to fax the disability forms on your behalf.***

If you have any questions,, please feel free to call us at : (510)792-2911.

All of us at Western Neurosurgical Medical Clinic, are looking forward to providing you with excellent medical care.

