



VALLEY PAIN SPECIALISTS, PC

Steven Mortazavi, M.D.

Marissa Marion, PA-C

Katherine Gehringer, PA-C

4250 Fritch Drive
Bethlehem, PA 18020
Telephone: (610) 954-9040
Fax: (610) 954-9093

Office Policies and Disclosures

Dear Patient,

Welcome to Valley Pain Specialists, P.C. We would like to briefly state our office policies to you.

1. Insurance Policies

You are required to present your health insurance card at every appointment. Although it is our policy to verify your benefits, please understand that you are responsible for any services not covered by your insurance. We accept Cash, Checks, MasterCard, Discover Card, and Visa. Please be aware we do not accept checks over \$100, if your payment exceeds this amount please have two methods of payment. If your health insurance requires a referral, this is your responsibility to obtain from your primary care physician. If you do not have a referral or your insurance cards, you have the option of paying in full for your visit or rescheduling your appointment. Co-payments, deductibles, and co-insurance are due at time of service.

2. Worker's Compensation or Automobile Accident Claim

If you have a worker's compensation or automobile accident claim that we are submitting bills to, we require you present your health insurance card also if the worker's compensation or automobile claim closes or exhausts throughout your treatment time with Valley Pain Specialists, we will bill your private health insurance. If you do not present your insurance to us, or if you have no other health insurance coverage, the bill becomes your full responsibility. We do not accept claims in litigation.

3. Returned Checks

There is a charge of \$25.00 for any returned check, plus the amount of the check. If your bank returns one of your checks, you will not be able to make any future payments with a check. You will need to pay by cash or credit card. We do not accept credit card payments under \$10.00

4. Forms

We receive a large number of requests for forms to be completed. We charge a reasonable administration fee for this service. The sum must be paid in advance. Please note that there is

a minimum of three business days required to complete any form.

5. Wait Times

Please note that on occasion you may experience an extended wait time due to circumstances beyond our control. Each patient on the schedule will be seen and given ample time with the provider. If the wait times become an inconvenience, please let us know so that we may reschedule your appointment.

6. Exam Rooms

Please limit the amount of people you bring with you for your appointment. We have limited space in the waiting area and exam rooms. If you need to bring your children, please make sure they are accompanied by another adult at all times. Children will not be allowed in the exam rooms.

7. Missed Appointments or "No Show" Appointments

We ask that you call if you cannot make your appointment. Valley Pain Specialists does not tolerate consecutive cancellations or no-shows. If you do not call at least 24-hours in advance a \$25.00 fee will be assessed to your account. If you fail to no-show for 3 appointments we reserve the right to refuse scheduling or rescheduling any appointments for you to be seen again. A no-show is defined as not showing for an appointment, arriving 15 minutes late or more, and cancelling an appointment less than 24 hours before the scheduled time.

8. Procedures

Valley Pain Specialists and Valley Surgical Center may occupy the same building, but are completely separate businesses. Procedures performed in the surgery center are not performed "in the doctor's office". If you have a procedure done, services will be provided to you by Valley Surgical Center and Valley Pain Specialists. Bills will be generated for both companies for services rendered.

9. Prescription Refills

If you need a prescription refill you must call three days (72 hours) in advance and leave a message on our prescription hotline. We will notify you when the prescription is ready for pick up. We do not mail prescriptions. Narcotic prescriptions can only be given to either the patient or someone listed on the patients consent sheet. If someone listed on the patients consent sheet picks up a prescription, they will be asked to provide photo ID. There will be no medication changes made over the phone.

10. Advance Directive

I realize that Valley Pain Specialists cannot honor my DNR or Advance Directives (Living Will) if I do not provide these documents.

I have read and fully understand the Notice of Office Practices supplied by Valley Pain Specialists and I understand and agree to the policies as stated above.

By signing below I am also giving my consent for Valley Pain Specialists to take my photo. This photo will be used solely for identification purposes.

Patient Signature

date