

**Central Arizona Pain Institute**  
**Interventional Spine & Pain Management**  
2100 Centerpointe West Drive  
Prescott, AZ 86301  
**Phone: 928.717.0788**      **www.centralazpain.com**      **Fax: 928.717.0748**

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## GENERAL OFFICE INFORMATION

### OFFICE HOURS

Our office is open, by appointment only, from 8:00 am to 4 pm, Monday and Friday; 7:30 am to 5 pm, Tuesday through Thursday. We are closed for lunch every day from 12:00 - 1:00 pm. If you have questions of an urgent nature after hours, you may call the on-call provider. If you have an emergency, please call 911 or go to the emergency room.

### PRESCRIPTIONS

A minimum of 48 hours is required for all medication requests. When you need your non-narcotic prescriptions refilled, please call your pharmacy and they will fax your request to us. Avoid running out of your medications by calling your pharmacy at least 3 days before your prescription runs out. Prescriptions for opiate medication require regular office visits. Please review your pain agreement for information about early refills. We will be happy to give you a copy to take home with you.

### TEST RESULTS

Receiving test results takes time. If your test result is not consistent, the results will be discussed with you during your next office visit. If after 10-14 days you have not heard from us, please call our office.

### PHONE CALLS

- **MESSAGES:** When you call and leave a message, please state the level of urgency, giving your name, date of birth, phone number and pharmacy number (if applicable) and a brief message including a good time to call you.
- **BLOCKED CALLS:** A return call will be delayed if you have a block on your phone. Please unblock your phone to help us contact you.
- **REPEAT CALLS:** Please do not call multiple times throughout the day. We check our messages several times a day and will get back to you with the correct information. Please be patient with us.

### LATE, CANCELLED AND NO-SHOW APPOINTMENTS

To provide the best service, patients being seen for a first-time consultation should arrive 30 minutes prior to their appointment to fill out the necessary paperwork and for chart preparation. Established patients should arrive 15 minutes prior to their appointments, allowing our staff time to make the proper updates to their charts. If you are late for your scheduled appointment (more than 15 minutes for new appointments and 7 minutes for follow-up appointments), we will need to reschedule.

In consideration of other patients, all cancellations require a 24-hour notice so that other patients who are waiting to be seen can be scheduled. There is a **\$75 fee** for all "no show" office visit appointments and same day cancellations. There is a **\$100 fee** for "no show" injection appointments. More than one no-show could result in being dismissed from the clinic. No-shows for initial consultations will not be rescheduled.

### INSURANCE/FINANCIAL

All co-payments, co-insurance and deductibles will be collected at the time of service. If you have insurance and do not have an insurance card, you will be responsible for payment in full at the time of service. Please inform us as soon as possible if there are any changes in your name, address, phone numbers, or insurance. ***It is the patient's responsibility to provide us with any changes to your insurance. If there is a delay in receiving updated information, this could result in a denial from your insurance company, placing responsibility on you for the entire visit.*** All co-payments and any non-insurance covered services will be collected at the time of service.

### REFERRALS AND PRIOR AUTHORIZATION

The referral process can take up to 10-14 working days. The office staff will call you with the specifics when prior authorization has been obtained.

### MEDICAL RECORDS

If you are requesting copies of your medical records to be picked up or mailed to another provider, please allow 3-4 weeks for this service.