



Thank you for choosing The Kansas City Neurosurgery Group, LLC for your care. In order to ensure the best care in the timeliest fashion, the following information is being provided to you at this time.

Clinic Information:

- Office hours are Monday through Friday, 8:30 a.m. to 5:00 p.m.
- Phones are answered by our staff from 9:00 a.m. to 4:30 p.m. Phones are off for lunch from 12:00-1:00 p.m.
- 24-hour physician coverage for emergencies related to the care we are currently providing
- All other emergencies should be directed to your primary care physician or the nearest emergency room.

Important Items required for your appointment:

- Completed **PAPERWORK** included in this packet: Patient Information Form, Health History Questionnaire, Medication List, Notice of Privacy Practices Acknowledgement Form, Lifetime Consent Form, and Medicare Secondary Payer Questionnaire (for Medicare recipients only).
- **INSURANCE** information: Bring all insurance card(s) with you to ensure proper filing of your claims. If information is not provided at the time of the appointment, payment will be expected at the time of service.
- **DRIVERS LICENSE:** Your driver's license will be used as proof of identity and will be requested at check-in.
- **REFERRALS:** If your insurance requires a referral from your primary care physician, please obtain this referral prior to your appointment. This referral can be faxed or hand carried to the appropriate office.
- **COPAYMENTS:** If your insurance requires a co-payment, please be prepared to pay at the time of check-in. We accept MasterCard, Visa, Discover, personal check or cash.
- **FILM STUDIES:** Bring all actual films related to the problem we are evaluating to your appointment. Possible films may include: MRI, CT, Myelogram, Bone scan, MRA, Angiogram/Arteriogram, Plain X-rays, and Spectroscopy. **DO NOT** rely on another physician's office or radiology facility to mail or deliver them. The surgeon needs to see these films in order to determine the most appropriate care for your case. If no film is available at the time of your appointment, the appointment may be rescheduled at the discretion of the physician. In order to avoid delay in your care, please come prepared.

Office Policies:

- Prescription medication refills are handled during office hours only. Please notify your pharmacy 72 hours prior to running out of medication to allow enough time to process your request. The on-call physician after hours will NOT refill prescriptions, so plan accordingly.
- Fee for form completion requiring medical opinion (i.e. FMLA, Disability Forms, Life Insurance Forms, school forms, sports participation forms, paperwork for patient assistance programs, etc.) is \$20 per form. Acceptable forms of payment are: Check, Visa, MasterCard, or Discover.
- Work related claims must be pre-authorized. Please have your Work Comp Case Manager call to schedule the appointment for you.
- If your appointment is due to an auto accident, we do not participate in third party claims or wait for litigation to be resolved in order to receive payment. Payment will be due at the time service is provided. We will provide you with a statement of charges in order for you to file claims with the auto insurance carrier for reimbursement.
- 24-hour advance notice of a cancellation. We would appreciate as much advance notice of a cancellation as possible in order to fill your appointment time with someone else.

Our physician's schedules are arranged to provide the appropriate amount of time for each patient. On occasion, more complex issues arise during the examination, which may prolong a visit with the physician. We regret any lengthy time you may have to wait. Due to the nature of neurosurgery, unplanned emergencies sometimes arise requiring a physician to reschedule his clinic day. Should this occur, we will make every attempt to reschedule your appointment at the earliest available time. We realize that your time is valuable and apologize for any delay in your appointment time.