



POLICIES & PROCEDURES

Thank you for choosing Southern Neurologic & Spinal Institute for your neurosurgery care. Below are a list of basic policies and procedures for our clinic. Please review these policies and procedures.

Prescriptions and Refills: Pain management is an important aspect of the majority of patients seen by Southern Neurologic & Spinal Institute. Monitoring of appropriate levels of pain medication must be done on an individual basis. For that reason, requests for medication refills are taken Monday-Thursday only. Prescriptions and refills will not be provided by the on-call physician at night, on Fridays, weekends, or holidays. Because prescription refills require authorization by the physician, we ask that you allow 48 hours to obtain refills. Please call your pharmacy instead of the office to check on a refill request.

When calling the office for a refill request, please provide the name and phone number of the pharmacy and the medication requested.

Appointment and Cancellations: If you are a new patient or have not been in recently, we ask that you provide us with some important information. This information will allow us to contact you if necessary and to assist us in filing insurance claims. Established patients should arrive at least fifteen (15) minutes prior to your scheduled appointment time, while new patients should arrive at least thirty (30) minutes prior to your scheduled appointment time. If you are fifteen (15) minutes past your appointment, it will be necessary for you to reschedule. Appointment cancellations require 24 hours notice.

Information: For questions or requests related to your appointment to see one of our physicians, please call Southern Neurologic & Spinal Institute at 601-579-4440. For questions or requests related to your appointment at the Walk-In Spine Center, please call 601-579-4445. For questions or requests related to your appointment at the Imaging Center (CT, MRI, or X-ray), please call 601-579-4463.

Insurance and Billing: Your insurance coverage plays a vital role in helping meet the costs of quality medical care. Our office will assist you by processing claim for most insurance groups. Remember, you are responsible for any deductible, coinsurance or other balance not covered by your insurance carrier. For assistance or questions regarding insurance, please ask to speak with a patient account representative. If your medical condition requires completion of a disability claim, we charge a minimal fee for completing this form. You will need to allow our Clinic two weeks to complete disability forms.

Emergencies: If you experience an emergency medical situation which causes serious concern, go immediately to the nearest hospital emergency room. Please contact our office and your doctor will get in touch either directly or through the medical staff with instructions.

If you would like a copy of these policies and procedures, please ask the receptionist.

I have read and understand the above policies and procedures of Southern Neurologic and Spinal Institute.

Patient/Guardian Signature

Date