



Northeast
Pain Management
Absolute Physical Therapy
Setting the Standard.
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WELCOME TO NORTHEAST PAIN MANAGEMENT!

Northeast Pain Management is comprised of physicians and nurse practitioners who are specialized in Interventional Pain Management procedures and services. Please know that there is a collaborative team approach with the doctors, to provide you with the best possible healthcare.

Office Hours: Our office is open from 8:00 am to 5:00 pm Monday through Friday. This is subject to change during the summer months. The last Friday of each month, the office closes at noon. The office is closed on major holidays. Patients are seen by appointment only. If you are unable to keep your appointment, please call our office 48 hours in advance to cancel so that we are able to offer another patient the appointment time. Any patient that does not cancel and does not show for their scheduled appointment is considered a “no show”. New patients that “no show” will not be rescheduled. Established patients who miss consecutive appointments will be discharged from our practice.

Checking In: Please check in at the window upon your arrival. It is important to make sure we have current information each time you are seen in our office. This information includes address, telephone numbers, name changes, primary care physician, insurance and new insurance cards. Co-payments/deductibles are collected at time of check in.

Telephone Calls: Calls are answered by our staff during office hours. If we are unable to take your call, you will be transferred to voicemail. Please leave a detailed message regarding the nature of your call and a telephone number where you can be reached, as this is checked regularly throughout the day. Calls requiring a response from our providers will be answered between 12:00 noon and 1:00 pm as time permits, and at the end of the day.

Prescription/Prescription refills: Your prescription needs are to be handled by your primary care physician. If we do prescribe a medication, we require 24 to 48 hour notice to refill your prescription (s). You don't need to speak to a provider for a refill. Certain refills require the prescription to be mailed or picked up at our office. Patients need to come in person to pick up their prescription. If this is not possible, the person coming in will need to show ID and sign a form before getting the prescription (s).

*AS PART OF OUR OFFICE PROTOCOL, WE PERFORM RANDOM URINE SCREENINGS.

Confidentiality: This office abides by the HIPPA laws, which is the Right to Privacy Act. We can provide you with a copy of our policy upon request.

Payment Policy: Patients are responsible for the services they receive. Our billing department will submit claims to all insurance companies as long as we are provided with valid insurance information. Please bring your insurance information with you to the appointment. Patients who do not have insurance or do not provide us with adequate billing information are responsible for the full payment of their bill. Private pay patients are encouraged to set up payment arrangements prior to receiving services.

PLEASE NOTE:

- Due to allergies of others, we ask you to refrain from wearing scented lotions, perfumes or colognes.
- We are a smoke free campus.

