**Phone Call Policy**

We ask that you limit your phone calls to **urgent** needs only. We see a large volume of patients in our office each day and it is difficult to provide one-on-one service and still attend to a large volume of patient phone calls.

Patients should contact the office immediately if any of the following are **new or present more than 48 hours** **after a procedure**: (1) fever greater than 101 degrees, (2) neck stiffness, (3) drainage from a procedure site, (4) weakness, numbness or tingling in arm(s) or leg(s). Patients should also call if they are having an **allergic reaction to new medication** prescribed. Call 911 for all emergencies.

The FollowMyHealth Portal is available to all patients for **non-urgent** communication with our office. If you have access to the internet with a computer, laptop, tablet or smart phone, you are encouraged to communicate through this portal. The portal allows you to communicate information to our office at your convenience. Each new patient receives an invitation with detailed registration instructions. Existing patients can contact our office for registration information.

The portal **should** be utilized for:

* Prescriptions - Requesting refills, reporting any **non-urgent** intolerance, negative or side effects, or issues with your pharmacy
* Reporting procedure results - For insurance purposes, include the following detailed information:
  + Percentage of relief from 0% (no relief) to 100% (complete relief) of your pain
  + How many days/weeks/months your relief has lasted
  + For patients without access to internet, calls to report your procedure results will be routed to a voice mailbox. Please leave a detailed message on the voice mail including results information listed above.
* Reporting any new or changed medical conditions which could impact your treatment - Especially new medications from other doctors or hospital stays
* Appointment Scheduling: View, confirm, schedule, reschedule and cancel (24 hour advance notice)
* Online bill pay
* Any other **non-urgent** clinical or administrative questions or issues

All messages received via portal or voice mail will be reviewed and documented by the clinical staff and you will receive a return call or portal message only if the clinical staff feels it is necessary.

We do not return phone calls to discuss imaging (MRIs or x-rays), to discuss the treatment plan or to request routine medication changes. If your procedure or medications are not working, if your pain level has changed, or if it has been greater than six months since your last visit with us then we request that you schedule a follow up visit.

Please remember that calling repeatedly during the day **does not** speed up a return call, it simply slows down our ability to efficiently and effectively attend to all of our patients’ needs. Utilize FollowMyHealth portal!!

Our goal is to provide each of our patients with the best we have to offer in pain intervention. Your cooperation in adhering to these guidelines will improve the overall care we are able to provide to all of our patients.

I have read, understand and agree to this policy. (*\*\*Must be signed in presence of Athens Spine Center Staff)*

*Patient or Guardian (with defined relationship) Signature\*\* Date*

*Witness by Athens Spine Center Staff Date*