

Your first appointment may take 1 to 1 ½ hours. To minimize waiting time, please complete the enclosed pre-registration and medical history forms. You must have these with you and completed when you check in.

BEFORE YOU SEE THE DOCTOR:

If you have had any diagnostic studies previously performed relating to your present condition, such as MRI, CT, Bone Scan, and EMG/NCV, please have these (both films and reports) with you for review at the time you are first seen. If you are not able to have the studies with you at the time of the visit, please notify our office no later than 48 hours in advance. It may be necessary to reschedule your visit for a time when the films are available.

If you are scheduled for an EMG (electromyography) or NCV (nerve conduction velocity) study only, the doctor will not need to see your radiographic studies (x-rays and scans).

On the first visit, please bring with you all medications that you take.

Location:

Our office is on the 4th floor of the Fort Sutter Medical Building which is located on the corner of K Street and 28th Street (across the intersection from Fort Sutter and Sutter General Hospital) in Sacramento.

Parking:

Our building contains a parking garage. The entrance is on K Street. The cost of parking is \$1.00 per hour with validation. The receptionist will validate your parking stub when you check in.

Appointment Cancellation Policy:

Please keep in mind that if you have to cancel your appointment with less than twenty-four (24) hours notice, or do not show up for the appointment and do not call, you will be billed for the missed appointment.

Prescription refill policy:

For medical and legal reasons, we do not refill medications by telephone. All medication refills must be done in person at a scheduled visit with your physician or Physician Assistant. Please be sure you are given sufficient medications and/or enough refills to last until your next appointment. If you have problems taking your medication, or an adverse reaction, please call the doctor who prescribed that medication.

Disability forms:

Prior to leaving or sending in your disability forms, please complete your section of the form. The charge for completion of disability forms is \$5.00 per page with payment required in advance. If mailing in forms, you should include a check or call the office in advance with credit card information if you wish to pay by that method. We accept MasterCard and Visa only.

Payment for Services Rendered:

We accept cash, checks, or Visa and MasterCard. We will bill your insurance plan whenever possible.

You must bring a current insurance card for verification of billing information on each visit. Due to new privacy laws, it may be necessary for you to supply additional information to allow us to bill and obtain authorizations for treatment.

If your insurance plan requires a co-payment for office visits, please be prepared to pay at the time of service. Due to the cost of billing, we will not send bills for co-payments.

If your physician is not a member of your insurance plan or medical group, you may be required to pay in full for the services. Please check with your carrier or plan provider manual to be certain. Not all physicians at Northern California Spine & Rehabilitation Associates are on all plans or the same plans. Please keep in mind that services rendered to the patient are ultimately the patient's responsibility for guaranteeing payment. Correct insurance information and proper referrals are necessary to ensure correct payment.

NCSRA is HIPAA Compliant.

You will be given a copy of the Privacy Policy to read upon check in. If you have additional questions, we would be happy to answer them when you arrive.

We look forward to assisting you with your healthcare needs.