

Dear Patient:

**Welcome to our practice! Thank you for selecting Baylor Scott & White Neurosurgery Associates Grapevine as your health care provider.**

**The following are a few reminders for you to prepare for your initial visit with us.**

For the first appointment, please arrive 30 minutes prior to the scheduled appointment time to allow us to process your new patient documentation and to upload any imaging studies. If your paperwork is not completed **PRIOR** to your appointment time, you may be asked to reschedule your appointment out of respect for the other scheduled patients. We value your time and will make every effort to stay on schedule and avoid unnecessary waiting.

**Please bring the following items to your first appointment:**

- New Patient Packet
- Insurance cards and valid photo identification
- Any CD's that have imaging (x-rays, MRI, CT scans) with the corresponding radiology report(s)
- Co-pay or deductible (***no cash or checks accepted***)

**What to expect at your initial appointment:**

- Dr. Ferraro will spend time reviewing your imaging and reports **PRIOR** to your appointment time. This additional time and effort on the part of the physician is so that he can focus on talking and examining you during the actual visit, as well as to minimize clinic delays. ***Reviewing all of a patient's numerous studies and documentation can sometimes take as long (or longer) than the actual face-to-face visit time.***
- Dr. Ferraro will document a thorough history into the medical record ***as he is talking to you.*** This is to ensure accuracy of the details of the problem for which the patient is being seen.
- Depending on the problem, the physician will ask detailed and tailored questions to try to narrow down the diagnosis. ***Note that Dr. Ferraro will try to steer the discussion to focus on making a diagnosis.***
- Treatment options will be presented after the exam is completed and the imaging studies have been discussed. ***Questions are welcomed.***
- Dr. Ferraro will stay in the room as long as it takes to achieve the above. ***Some visits will be longer and involve more discussion than others, especially if surgery is offered to you.***
- Prior to leaving the room, Dr. Ferraro will offer you the chance to ask questions or for clarification. ***If you do not understand something, please don't hesitate to speak up! If something doesn't make sense, don't leave until it is addressed to your satisfaction.***

We look forward to seeing you!

## **ATTENTION NARCOTIC POLICY**

**Please read the below and acknowledge prior to your visit  
with Dr. Nicholas Ferraro.**

Dr. Ferraro **DOES NOT** provide any controlled substance prescriptions to patients prior to any surgery.

**This will need to be managed by your PCP or Pain Specialist.**

- Dr. Ferraro will only prescribe pain medications to post-surgical patients up to 6 weeks.
- After the 6 weeks you will be referred to pain management to manage your medications if needed.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_



## Office Policy

### Hours of Operation

Our office hours are Monday – Friday 8:00am – 4:30pm. Our phone lines open at 8:00am.

### Contacting our Office

We understand that there are times that you may feel the need to speak directly to your provider or his/her medical assistant. As you know, during the day your provider is in surgery or seeing scheduled patients and has limited access to phone calls during this time. If you call the office and need to reach your provider/MA, please leave a detailed message with the front desk so they can route your call appropriately. Your call will be returned in a timely manner. Another option to reach your provider or medical assistant directly is by signing up for **MyBSWHealth** portal where you can send secured messages.

### Late Arrivals

Our providers do their best to see their patients promptly. **If a patient arrives 15 minutes or more past his/her scheduled appointment time, he/she could be asked to reschedule. In the event you are running late, please call ahead to inform the office.**

### No Show Policy

A “no show” is a missed appointment that was not canceled prior to 24 hours of your scheduled appointment. In this event, a no-show fee of \$50.00 will be billed to your account. This fee is not covered by insurance, is the patient’s responsibility, and must be paid prior to their next appointment.

### FMLA Policy

BSW Neurosurgery Associates Grapevine provides the service of completing your FMLA forms once all the necessary information has been provided. You understand that this fee cannot be billed to insurance and is due prior to the forms being completed.

*Please note: our practice is providing a service and charge a fee of \$25.00 for completion of these forms. Please allow 5 business days from the date these forms are received.*

## Prescription Refills

In effort to take care of your refills in a timely manner, we ask that you reach out to your pharmacy first. This will ensure accurate and prompt refills. Please allow 24-48 business hours to respond and approve your refills. Your pharmacy should contact you once your prescription is ready for pickup. **Refills of medications will only be made during regular office hours.**

## Medication Policy

***BNA Grapevine physicians only prescribe pain medications to post-surgical patients up to 6 weeks. After the 6 weeks you will be referred to pain management to manage your medications if needed.***

If you have a pain management doctor, we will ONLY prescribe pain medications while you are in the hospital.

Controlled substances will only be prescribed to patients after they are searched in the Texas Prescription Monitoring Program database.

Pain management doctors typically have contracts in place with their patients so that you do not get pain medications from any other physician(s). These policies are in place for patients' safety by limiting the potential for drug abuse or overdoses.

It is your responsibility to arrange to get your pain medications from your pain management doctor PRIOR TO ANY SURGERY so that you do not run out of them after surgery.

By signing below, you agree that you have been made aware of the above policy for  
**Baylor Scott & White Neurosurgery Associates Grapevine.**

Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Patient Signature: \_\_\_\_\_