

# Sarasota Memorial Pain Medicine Program



Welcome to Sarasota Memorial's Pain Medicine Program. Thank you for choosing us as your healthcare provider. The New Patient Paperwork **must be completed before** your arrival to the center (directions on how to complete the paperwork are included). Please take time to review and complete all the necessary paperwork. This will expedite your registration and reduce your wait time.

## Prior to your appointment:

- Obtain copies of any medical records and x-ray reports that may be relevant to your pain.
- If you have **HMO** insurance it is **VERY IMPORTANT** that you obtain authorization **prior** to your appointment date. You will need authorization for the Physician you are seeing and Sarasota Memorial Health Care System, the Facility. Failure to obtain your authorization will require you to reschedule the appointment for a later date. Your insurance may not pay for the visit without the proper referral from your primary care physician.

**On the day of your appointment:** Please arrive *30 minutes* prior to your scheduled appointment time. This allows us the necessary time to register you.

- Please bring your medical records, x-ray reports, and a complete list of all medications you currently take as well as your Insurance Medication Formularies. (You may find it easier to bring the medicine containers with you.)
- Bring all Completed Paperwork, Current Insurance Card and a Picture ID.
- If you fail to bring your Insurance Card(s) you will be charged for your visit, for we are unable to process claims without the insurance card on file.
- The registration staff will review all demographics and insurance information again at the time of registration. We apologize for the inconvenience and repetition. We do this is for your protection and to verify that we have the correct billing information.

## Please note:

- Our hours of operation are Monday – Thursday 8:00 AM - 4:00 PM, and Friday 8:00 AM – 1:00 PM. We do close the office daily from 11:45 – 12:30 PM for Lunch.
- You will receive **two** bills, one from Sarasota Memorial Healthcare System and one from First Physicians Group. Please refer to the form in this packet titled 'Important Patient Billing Information'.
- You will be required to bring your insurance card and picture identification on every visit.
- Please call to cancel or reschedule your appointment at least 48 hours in advance at 941-917-4500 and selecting Prompt #2.
- Our office will attempt to call you as a reminder of your appointment, but it is your responsibility to remember your appointment.
- Please call the office if you have any questions at 941-917-4500.

*Thank you for your cooperation and we look forward to seeing you soon  
at your scheduled appointment.*