

### Confidentiality and Your Medical Record

Your medical record is strictly confidential and will not be released to anyone outside our office without your signed authorization. We will communicate with your referring physician and other providers involved in coordinating your care. If you wish to have a copy of your record released to someone, we require that you complete and sign an authorization form.

### Billing and Payment Policy

Neurosurgery of Kalamazoo participates with most insurance plans, including BlueCross, Medicare and Medicaid. For further information about insurance coverage, patients should contact their individual carriers. We will do our best to assist you in any way we can. If you have questions or concerns, please let us know.

#### Insurance and Billing

Neurosurgery of Kalamazoo will file all insurance claims, both participating and nonparticipating, on your behalf. To assist us, please bring your current insurance cards with you to each visit. Your insurance carrier will reimburse you for any covered fees you have already paid to us.

Many insurance companies require prior authorization before you can be scheduled for treatment. Some policies require a second surgical opinion. Please become familiar with your insurance requirements. Since you will be responsible for any portion of the bill not covered by your insurance, it is important for you to let us know when prior authorization or a second opinion is required.

#### Payment for Services

Payment is required at the time of service for all office visits and consultations with the exception of participating insurances. For these insurances, copays are due at the time of service. In addition, you are responsible to pay any deductibles and noncovered or nonauthorized services at the time of service. For your convenience, we accept cash, checks, Visa and MasterCard.

Monthly payment options are available to qualified patients. Arrangements can be made by calling our billing office at **269.552.0349**.

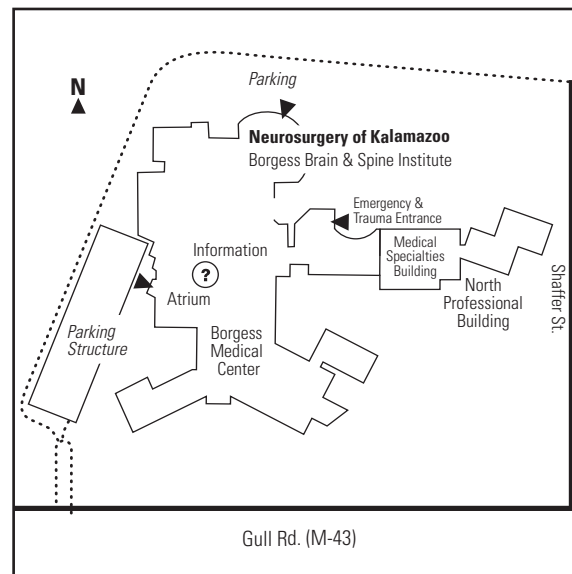
#### Revolutionizing the Science

Combining experienced specialists from Borgess Neurology, Borgess Spine and Neurosurgery of Kalamazoo, the Borgess Brain & Spine Institute offers the region's most complete continuum of care in the neurosciences.

For more on how we're revolutionizing the science, visit [brainspine.borgess.com](http://brainspine.borgess.com).

#### For Concerns

Please do not hesitate to ask questions. Our goal is to operate our practice in the best interest of our patients. If we have not met your expectations and can improve our care, please call our practice administrator at **269.552.0333**.

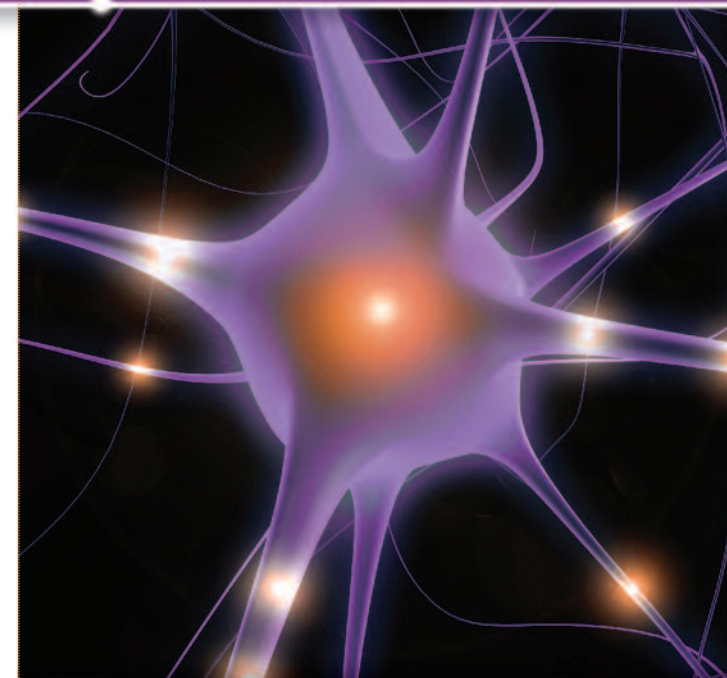


## BORGESS Brain & Spine Institute



**Neurosurgery of Kalamazoo**  
1541 Gull Road, Suite 200  
Kalamazoo, MI 49048

269.343.1264  
269.552.0300 Fax  
[brainspine.borgess.com](http://brainspine.borgess.com)





## Welcome to Neurosurgery

Neurosurgery is the specialty of medicine specific to the diagnosis and surgical treatment of disorders of the brain and nervous system.

As part of the Borgess Brain & Spine Institute, a world-class diagnostic and treatment center on the campus of Borgess Medical Center, Neurosurgery of Kalamazoo delivers some of the best neurosurgical care available in the United States. In fact, the region's most serious cases are often placed in our hands. Our surgeons have years of specialized training in:

- Disorders of the brain, neck, back, nerves and carotid artery
- Injuries to the head, spine and nerves
- Treatment of stroke, movement disorders and hydrocephalus (water on the brain)
- Minimally-invasive surgical procedures

We welcome you as our valued patient and partner. We strive to provide high-quality care with personal attention to your questions and concerns.

## Office Hours

Our regular office hours are 8 a.m. to 5 p.m., Monday through Friday. Patients are seen by appointment only.

Due to the nature of our specialty, emergencies and surgeries sometimes interfere with office hours. If we are seriously delayed or need to reschedule office appointments, we make every effort to notify you as soon as possible.

## Your First Visit

In order to be seen in our office, you must have a referral from another doctor or health care provider. Your doctor will contact our office to request an appointment, and you will be notified of the time and place of your first visit. Your first visit will include a complete medical history and physical exam.

Prior to your first visit, we request that you complete and mail back the enclosed registration form and medical history questionnaire. Please be as thorough as possible in completing your medical history and include all of the medications you are currently taking. Along with completing your health history, we also ask that you bring any medical records and x-rays relating to your condition to your appointment. All of this information is vital and will greatly assist us with your evaluation.

Following your first visit, the physician will determine if further testing, treatment or follow-up care is needed. Your primary physician will continue to supervise your care and medications not related to your neurological condition.

### Preparing for Your Office Visit

- Arrive 15 minutes before your scheduled appointment time. If you are unable to keep your appointment or are going to be late, please call our office as soon as possible. This courtesy allows us to be of service to other patients.
- If you have insurance, please bring your cards.

- Bring a list of all the medications, herbals and supplements you are currently taking. Include any medications prescribed by other physicians and those you buy over the counter. Please include the name, dosage and frequency of the medications, herbals or supplements you are taking.
- Your primary physician should send previous medical records and any other test results. If you have had any scans or x-rays, you will need to obtain those films and bring them with you to your appointment. The absence of such pertinent information may delay your complete evaluation or result in the need to reschedule your appointment.
- If your insurance carrier requires prior authorization, please ensure this is done before your visit.

## Calling Our Office

Please feel free to call our office, **269.343.1264**, if you have any questions regarding your condition, medication, treatment or insurance. Routine calls are taken in our office between 8 a.m. and 5 p.m., Monday through Friday. Your telephone call is answered by our operator who will direct your call to the appropriate staff member.

While physicians and their assistants are not always in the office or immediately available to talk with you, messages will be relayed promptly and we will make every effort to respond to them as quickly as possible. For non-emergency calls, you should expect a return call within the same day. If your call is received after 3 p.m., it typically will be returned the following workday.

## Emergency Calls

A neurosurgeon is available at all times to handle emergencies that may arise. If you are faced with a life-threatening emergency, call 9-1-1.

If you do not have a life-threatening emergency, call **269.343.1264**. When our office is closed, you will hear a greeting that will instruct you on what to do in order to receive a response from our on-call physician assistant or neurosurgeon. Please leave messages only of an urgent nature. For routine calls relating to appointments, prescriptions or other office-related matters, please call back during normal office hours.

## Prescriptions

Your surgeon may prescribe medications for pain control as deemed appropriate for your medical condition. Neurosurgery of Kalamazoo is a surgical practice and does not manage chronic or ongoing pain. If ongoing pain management is required, your surgeon may refer you to a pain management clinic or another physician to help manage your pain.

Prescription needs will be determined at your appointment. Be sure to bring your current medication list with you to your appointment and make any refill requests at that time. For all other refill requests, please call during normal office hours (8 a.m. to 5 p.m., Monday through Friday). Please allow 48 business hours for your refill to be processed. Routine prescription refills are not considered an emergency and will not be called in after office hours. Please plan ahead so you do not run out of your medication.