

Our Policies and Procedures

Hours

Physician Office:
Monday-Friday, 8 a.m. to 5 p.m.

Physical Therapy:
Monday-Thursday, 7:30 a.m. to 6 p.m.
Friday, 8 a.m. to 3 p.m.

Appointment

For your initial visit to Borgess Spine, please plan on arriving at least 15 minutes before your scheduled appointment time. This will allow enough time to make sure your paperwork is complete. Patients arriving late for their physician appointment may be rescheduled.

If you are visiting us for physical therapy, remember to wear comfortable, loose-fitting clothing.

Referrals/Authorizations

Some health plans have specific rules you must follow to be seen by a specialist physician. If your health insurance company requires a referral and/or authorization from a primary care physician, remember that it's your responsibility to provide our office with the necessary information and documents. You must have this referral/authorization information with you at your initial appointment. Physical therapy services always require a physician prescription regardless of your insurance plan.

Cancellations

Should you have to cancel your appointment, we ask that you please call us to reschedule at least 24 hours in advance.

Insurance and Billing

Borgess Spine participates with many health plans, and will handle your billing and insurance filing. While your primary insurance will be filed automatically, you will be expected to pay any additional charges, such as co-pays, at the time of your visit. If you're unable to pay in full or have questions about your bill, please call (269) 552.2810, or (800) 632.2257.

Patient Records

Upon your written and signed request, we will forward your medical records to another health care provider (a nominal fee is required).

Prescriptions

Prescriptions and refills will only be issued during our regular business hours. If you are calling for a prescription refill or making an online request, please allow 72 hours for the refill to be completed.

Online Services

For your convenience, Borgess Spine offers a variety of online services. At **Borgess.com**, you can:

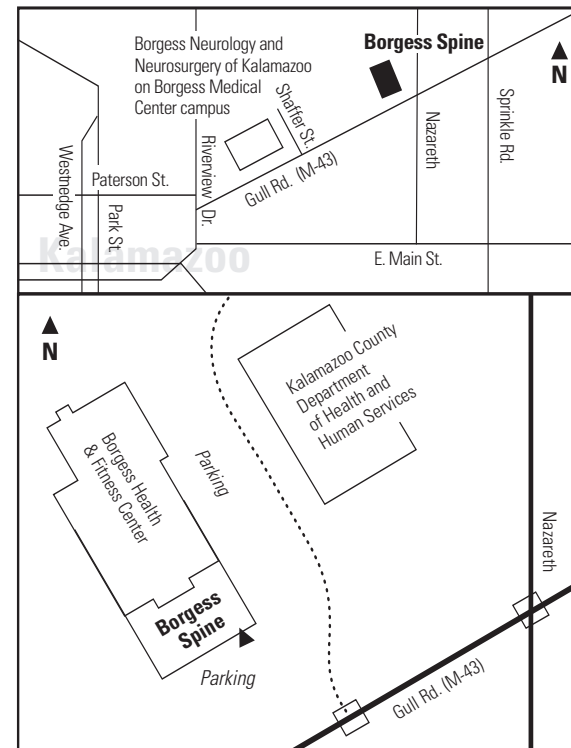
- Refill a prescription
- Download registration and information forms
- Find driving directions to our practice
- View educational materials
- Send us a question via confidential e-mail (spine@borgess.com)

For Concerns

If you have questions or feel we have not met your expectations and can improve our care, please call our practice manager at (269) 552.2269.

Location

Borgess Spine shares the same building as the Borgess Health & Fitness Center. This building is located on the Nazareth campus (one mile east of Borgess Medical Center).



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 Borgess Spine is revolutionizing spine care, we encourage you to stop by our facility, call (269) 552.2225 or visit brainspine.borgess.com.

Borgess Brain & Spine Institute,
Spine Center of Excellence
Comprehensive Provider designation by
NeuStrategy and SpineMark Corporation



**UnitedHealth
Premium[®]
Surgical Spine
Specialty Center**



Designation as a Blue Distinction Center[®] means this facility's overall experience and aggregate data met objective criteria established in collaboration with expert clinicians' and leading professional organizations' recommendations. Individual outcomes may vary. To find out which services are covered under your policy at any facilities, please call the customer service number on the back of your Blue Cross and/or Blue Shield identification card or call your local Blue Cross and/or Blue Shield plan.

BORGESS
Brain & Spine Institute



Borgess Spine
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Kalamazoo, MI 49048
(269) 552.BACK (2225)
brainspine.borgess.com



Get Your Life and Your Back...Back

Experts estimate that as many as 80 percent of the population will experience a back problem at some point during their lives. Today, back pain is the second most-common reason for visits to the doctor's office, outnumbered only by upper-respiratory infections.

While back pain is all too common, you don't have to suffer alone. Borgess Spine, a regional center of excellence, is specifically designed to help people get their spines—and their lives—back. From the simple strain to the complex spine surgery, we are adept at caring for all types of back and neck problems.

Your Spine Center of Excellence

What makes our center unique? First and foremost, it's our emphasis on non-surgical approaches to back and neck conditions. Directed by physiatrists (doctors who specialize in physical medicine and rehabilitation), Borgess Spine enables individuals to return to everyday activities, without surgical intervention—90 percent of the time. However, if you do require surgery, our experienced surgeons can handle even the most severe cases, including herniated discs, spinal fractures, deformities and tumors.

As a Priority Health Spine Center of Excellence and UnitedHealth Premium® Surgical Spine Specialty Center, we have continually exceeded expectations in procedure volumes, quality, staff,

technologies and outcomes. Receiving some of the most complicated cases of back and neck pain in the state, Borgess Spine is the area's only McKenzie-certified site, and was also named a Blue Distinction Center for Spine SurgerySM by Blue Cross Blue Shield of Michigan.

A Better Path to Pain Relief

Knowledge is Power

At Borgess Spine, we want you to be well informed about what may be causing your back or neck pain. That's why we have an onsite nurse clinical care manager who can answer your general questions and send you our **free** back book. You can also visit brainspine.borgess.com to learn more about home exercises, symptoms to watch for and when to see a doctor.

A Comprehensive Evaluation

During your first appointment, we will take a medical history and examine you. We will ask you questions about your symptoms that will help determine what may be causing your back or neck pain. As part of this comprehensive evaluation, the doctor may move your arms and legs to pinpoint the source of your pain.

To establish a treatment plan, you may need additional diagnostic testing, such as an x-ray, magnetic resonance imaging (MRI) or electromyogram (EMG). Depending on your test results, you may meet with a physical therapist or chiropractor, or you may receive a pain-relieving injection. The purpose of this injection is to relieve severe back or leg pain so that you can begin working toward a more comfortable recovery.

Returning You to Optimal Health—Without Surgery

As a McKenzie-certified program, we staff experienced physical therapists who have the advanced credentials necessary to successfully treat back and neck pain, often without the need for surgery. Recommended as the leading choice for spinal conditions worldwide, the McKenzie Method empowers patients to manage their own symptoms, reducing dependency on medical intervention.

Your therapy may include hands-on care by a physical therapist and special exercises designed to help alleviate pain—and get you moving again. Ultimately, the only way to permanently treat your back problem is to make your back stronger, more flexible and more resistant to injury. Through customized exercises designed for your back or neck, our goal is to ensure your healthy return to recreational and work activities.

Comprehensive, non-surgical treatment methods offered include:

- *Physiatry*— a branch of medicine that specializes in the diagnosis, treatment and management of disease by “physical” means (e.g., physical therapy, spinal injections and medications).
- *Physical Therapy*—uses exercise, joint mobilization and body mechanics to reduce and manage pain, improve overall function, and decrease disability. Physical therapy often blends stretching, strengthening and low-impact aerobic exercise.

- *Occupational Therapy*—assists individuals with activities of daily living, such as dressing, bathing and household tasks. Proper body mechanics, ergonomic concerns and return-to-work issues can also be addressed.
- *Chiropractic Medicine*—involves adjusting the spine to correct vertebral misalignment and imbalance. In addition to adjustments, chiropractors may use massage, stretching and exercise to enhance function and lessen pain.
- *Integrative Medicine*—works with traditional health care providers to deliver established treatments, such as acupuncture and massage therapy, for preventative, chronic and long-term stages of care.

You're in the Best Hands

If surgery is necessary for your back or neck problem, we deliver the expertise and exceptional outcomes you deserve. Borgess Spine partners with Neurosurgery of Kalamazoo, a practice with more than 40 years of experience. Skilled at handling the most complex back and neck surgeries in the area, surgeons at Neurosurgery of Kalamazoo treat herniated discs, spinal fractures, vertebrae conditions, spinal tumors and more with some of the best outcomes in the country.

For Carrie, Life is Now All Gain and No Pain



Pain in Carrie Harris' back was so intense in early 2009 that she was convinced she needed surgery.

The 36-year-old coordinator of the Community Education Program at Vicksburg Schools had fallen while shopping that winter and had tried coping with the pain on her own.

Two specialists in physical medicine and rehabilitation at Borgess Spine first treated her with spinal injections in her lower back. “Both doctors were very upfront about what they were trying to do and they never pretended to have all of the answers,” Harris said. “I was pleased that the doctors in the office worked together.”

Eventually, the expertise and collaboration of her caregivers led Harris to physical therapy at Borgess at Woodbridge Hills. Her physical therapist employed the McKenzie Method, where Harris learned specific exercises designed to relieve pressure on spinal nerves.

“Every hour at work, I would go into a little room and do the exercises,” she said. “Over time, the pain just got better, and today, I am pain-free. If I do have a little discomfort, I remember the exercises I learned to take the pain away.”

While much of Harris' success stems from her treatment at Borgess Spine, it is also the result of her commitment to her personal health and wellness. “We can make recommendations, but if the patient doesn't follow them, they may not get relief,” said Dr. Joel Rojas, a physical medicine and rehabilitation specialist. “Carrie did well because she was motivated and did her part.”