



## **Welcome to Midwest Neurosurgery & Spine Specialists**

*Our goal is to provide the Highest Quality Care possible in a friendly, caring & efficient environment.*

Our physicians and staff would like to welcome you to our practice. Please carefully read the following information so we can provide the best service possible to you & your family.

### **Appointments:**

Can be scheduled or rescheduled by our staff by calling (402) 398-9243. We ask the courtesy of 24 hours notice for cancellations.

### **Insurance:**

We participate in almost all PPO plans in our region.

You should direct any specific questions regarding your coverage and benefits to your insurance carrier prior to your initial consultation.

Our billing staff can answer any questions regarding your account with Midwest Neurosurgery and set up payment plans to meet your financial needs.

It is our Policy, that you bring your Insurance, Medicare or Medicaid Card to every visit.

We reserve the right to “reschedule” your physician visit” if you do not have your Insurance, Medicare or Medicaid Card with you so we can verify your Healthcare coverage.

### **Prescriptions:** Medication refill process(es)

Best way to request a Medication Refill is to:

Contact your pharmacy & the pharmacy will contact our office for a refill - if an approval is needed.

Call our Medication Refill Line at 402-390-4890.

No prescriptions will be refilled:

- on Fridays or
- after hours or
- weekends

Allow 3 business days for written prescriptions or mail order plans that require a written copy.

Please discuss any specific medication concerns with your Physician or Physician Assistant.

### **Medical Records:**

You may request a copy of your record for yourself or another physician by providing a signed release to our medical records department.

Records needed by other agencies, for legal use or work comp will require a written faxed request signed by the patient or guardian faxed to 402-398-9253 or request can be mailed to our office or dropped off.



Records requests can be specific or include all chart notes and initial consultation dictated by the doctor that patient has seen within the office and any tests results that the doctor has ordered. These also include any operative notes and hospital summaries.

**Disability Forms:**

Disability forms may again be faxed, mailed or dropped off by the patient. (Fax #: 402-398-9253)

Please direct to the attention of the Medical Records Department.

There should also be instructions on what to do with the completed form.

Forms may take up to 4 working days to complete.

Forms will then be mailed, faxed or picked up by the patient or forwarded to the person requesting the disability form as was instructed.

Many patients may need a form completed for FMLA (Family Medical Leave Act).

We cannot determine disability dates prior to your first visit in our office.

**Work Comp:**

Many of our patients are seen due to a work injury.

Your appointments, testing or surgery may require pre-approval prior to you being seen in our office or having any diagnostic tests.

It is your responsibility to notify our staff of any changes in your work comp status or involvement of an attorney so that your claims and pre-approvals are processed appropriately.

We reserve the right to “reschedule your physician visit” if you do not provide complete information regarding the responsible party, etc... to include Work Comp names, addresses, phone & fax numbers.

**Radiology:**

Films or CDs brought to our office will be held for scheduled surgery or return visits.

If no follow-up is planned your films will be returned to the original center that took them once your care is completed unless you request otherwise.

CDs will be returned to the patient if requested.

If not requested they will be destroyed after 60 days if no follow-up or surgery is planned.

Copies of films done through Midwest NeuroImaging may be requested by calling 402-390-4100.

**Phone Calls:**

Identifying the nature of your call will greatly assist our phone receptionist in directing your call appropriately.

A confidential voice mail system is used when the staff person you need is not available.

You may press “0” to return to the operator when your call is urgent so that your call can be redirected to available staff.

If you are experiencing a medical emergency, please call 911.



Our staff makes every effort to return phone calls received before 4pm the same business day. Calls after 4pm may not be returned until the next day.

**Scheduling Surgery:**

If Surgery is planned from your consultation, you may schedule it prior to leaving our office with the surgery scheduler.

If you prefer, you may call to schedule surgery after your visit.

Please ask for the surgery scheduler when calling 402-398-9243.

Our physicians perform surgery at several local hospitals, so you will be asked a hospital preference, and preferred dates. Availability of dates depends on both your physician's schedule and the operating room openings at your hospital of choice.

Our staff will assist you with all of the arrangements at the hospital and an appointment for a pre-operative exam by your primary physician.

**After Hours:**

Our office phones are open 8am until 5pm.

After 5pm you call is routed to an answering service that can reach the physician or medical practitioner on-call for emergencies.

Our physicians do not refill any medications after hours or on weekends.

Non urgent questions should be called to the office between 8am and 5pm.

If you are experiencing a medical emergency, call 911 or go to the nearest emergency room.

**Patient Concerns:**

If you experience concerns about the staff or handling of your needs, you may ask to speak with the department lead or the practice administrator:

**John E. Dunn, RN by calling his office directly @ 402-390-4105.**

***Thank you for trusting us with your healthcare needs.***