

Dear Patient

Welcome to Tri-County Pain Consultants!

We will contact you prior to your appointment to confirm the date and time. If you are home during regular business hours, please call us at **(800) 319-3118 and press 1**. If you have any questions or concerns, please feel free to address them at the time of confirmation phone call.

In order for us to address your needs, at the time of your appointment we ask that you please;

1. Bring your License/ID and Insurance card to each appointment. *A digital picture will also be taken at this initial appointment for your electronic medical chart.*
2. Plan to update or verify your personal information at each appointment.
3. Complete the Patient Information forms and bring to your appointment. This information will be used by the doctor during your examination.
4. Bring or request the following information for your scheduled appointment as our physicians will need it to help assess you:
 - a. All written reports and films from X-Rays, MRI's, EMG's, CT's, and bone scans that you have had in the last 6 months. Contact your referring doctor to see if this information has been sent.
5. Arrange for a driver to arrive with you for your appointment. Some procedures may require the use of light sedation. Please be aware that you must have a driver present in the waiting room in order to receive sedation.
6. Anticipate being at our office for your initial appointment for approximately two (2) hours

Our Practice is not built on a single course of treatment, but on the best use of multiple team members and options. Your treatment with us may involve medications, injections, behavioral health and/or physical therapy. Our goal is to do what works for you; our recommendations are based on a thorough assessment of your current health and your goals for improvement.

Medications may be used to help manage pain, often times they can be a very effective part of a pain management plan. However, we are always looking to find the root cause of the problem so that we aren't masking the symptoms. Pain can be a major hurdle to many daily activities so behavioral therapy including biofeedback and counseling may be a vital component of care. In addition, physical therapy can provide just the right touch to compliment your overall treatment goals.

We use injections for two main reasons. One, is to help diagnose the source of the pain, the second is that it can be therapeutic in reducing pain. Back pain provides an example. Some sources of back pain may be very obvious such as a large disc herniation. In other cases the exact source of back pain may be less certain. I put medications at different spots in the back to help diagnose & treat the source. Not every patient is a good candidate for injections, frequently they can be used to help a person feel better. Injections can initially be used to break the cycle of constant debilitating pain. As a continued treatment, longer lasting injections can be used to encourage activity and reduce the need for medications. Injections coupled with behavioral & physical therapy and/or medication can be a winning combination for helping you to get back to daily activities and to have reduced pain.

TCPC

TRI-COUNTY PAIN CONSULTANTS, PC

LOCATIONS

Novi Pain Management Center

26850 Providence Pkwy

Suite 260

Novi, 48374

Direct: (248) 735-8272

TCPC Warren Pain Management Center

13355 E 10 Mile Rd

Suite 229 (Med Office East)

Warren, 48089

Direct: (248) 435-4328

TCPC Livonia Pain Management Center

University Park

36650 Five Mile Rd

Suite 101

Livonia, 48154

Direct: (734) 953-7110

Our staff is committed to providing you with the best medical care possible and to assisting you with the administrative process. We have a central billing office that you can contact anytime you have a question about your bill; the phone number is 1-800-281-3237. If you have questions regarding your insurance, we will try to help. However, questions relating to specific coverage issues must be directed to your insurance company's member services department. Their telephone number is probably on the back of your card.

Our office participates in a variety of insurance plans including, but not limited to the ones listed below:

- Medicare
- Blue Cross Blue Shield of Michigan - PPO
- BCN
- HAP
- United Healthcare
- Cofinity
- Aetna

If you do not have insurance, we do offer self pay options for you initial appointment and we will be happy to provide you with an estimate regarding the cost for subsequent treatment. However, if you do not have insurance, payment in full is expected at the time of service.

We accept cash, credit card and money order only, no personal checks for self-pay services
The following apply to every visit.

- Bring your insurance card.
- Bring a picture ID
- Be prepared to provide us with updated personal information as needed
- For medical care not covered by your insurance, payment in full is due at the time of the visit.

Co-payments and deductibles: Since we are a specialty office sometimes your co-pay may not be due. Please be prepared to pay your co-payment amount at each visit if asked. We will not waive or discount co-payments or deductible payments that are required by your health insurance carrier. Personal checks will be accepted for co-pays and deductibles.

Referrals: Many insurance plans require a referral from your primary care physician to be seen by a specialist. We will contact your insurance carrier to arrange for a referral but ask that you follow up with them too. If you do not have a required referral, your visit may be rescheduled or you may be financially responsible.

Financial assistance: If you are unable to pay for necessary medical care, you may be eligible for financial assistance. It is your responsibility to inform us of any such concerns before your visit.