



Dr. Thomas E. Runyan, M.D.

PATIENT RESPONSIBILITIES

At Consultants in Pain Medicine, we believe patients and families are partners in ensuring that the best possible care is provided in a healthful, safe environment. We count on you to participate in your care in the following:

- When requested by CIPM staff, present your insurance card(s) and present picture identification.
- At each appointment your co-payments and balances due must be paid. CIPM accepts cash, money orders, travelers' checks, Visa, MasterCard, Discover, bank cards and checks. CIPM has sanctions associated with returned checks and non-payment of accounts.
- Know what your health plan benefits are so we can appropriately provide medical care to you and refer you, when necessary, to an outside medical provider; such as, laboratory, pharmacy, x-ray, etc.
- You are required to have a Primary Care Physician (PCP) and provide CIPM with your PCP's current name, address and phone number.
- Don't be late for your appointment. Be at this office at least fifteen (15) minutes prior to your scheduled appointment time to check in, provide your medical information and complete the patient interval questionnaire. If you are late you may be rescheduled.
- At each appointment, and prior to your treatment or examination, you are responsible for completing a patient interval questionnaire which includes a complete listing of all your medications.
- You are responsible for providing accurate and complete information at each visit regarding your past and present health concerns. You are required to sign all forms pertinent to medical treatment, authorization, billing agreement and release of medical information.
- You are responsible to follow the treatment(s) recommended by the attending physician, physician assistant or registered nurse.
- Your medications must be taken as prescribed. Medication refills are made during your visit. Be sure to review all of your medication needs with your attending medical provider during your appointment.
- Pertinent medication refill requests may be made by phone Monday through Friday between 10:00 a.m. and 3:00 p.m. Allow three (3) business days to process your refill request. Lost or stolen prescriptions and medications are not replaced.

Thomas E. Runyan, M.D.
Consultants in Pain Medicine Medical Director



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PATIENT RIGHTS

Consultants in Pain Medicine has adopted the following written policies concerning the rights of all patients.

PATIENTS HAVE THE RIGHT TO:

- Considerate and respectful care and to be treated with dignity.
- Actively participate in decisions regarding medical care and to refuse treatment to the extent permitted by law.
- Voice complaints and have those complaints impartially investigated with a response in no less than seven (7) business days.
- Privacy concerning their own medical care and to expect that all communications and records pertaining to their care will be treated as confidential. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. Staff not directly involved in the patient's care should have the permission of the patient to be present.
- Receive complete information concerning their diagnosis, evaluation, treatment and prognosis; along with the right to have the opportunity to participate in decisions involving their healthcare unless contraindicated.
- Know the fees and payment policy for CIPM services along with an explanation of billed services.
- Have CIPM honor Advance Medical Directive (AMD); however, patients are responsible for presenting a current and originally signed AMD to the CIPM Medical Director.
- Have assistance and participation with the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- The option when suffering from severe chronic intractable pain to choose opiate medication for the treatment of the severe chronic intractable pain as long as the prescribing is in conformance with the provisions of the