



GREGORY GULLO, MD

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Welcome to Integrated Spine Care

Your new patient consultation appointment is scheduled for:

You need to:

- ◆ **Arrive 30 minutes early.**
- ◆ Complete the enclosed paperwork and bring to your appointment along with your insurance card.
- ◆ Be prepared to pay your co-payment and/or co-insurance prior to your appointment.

We believe the more you know about ISC the better we can partner with you and your other care providers to make a difference. Please take a few minutes to read and become familiar with the following information:

ISC is an Interventional Pain Management Practice. Our strengths include diagnostic/therapeutic injections and related techniques. Though we evaluate and organize medicine programs, we do not manage maintenance medicines. ISC is a collaborative with a physician, physician assistant and support staff. We all work together to promote improvement for your condition.

Office Hours: Monday – Thursday, 8:00am – 4:30pm Friday, 8:00am – 12:00pm

Appointments: Please arrive 30 minutes before your scheduled appointment time for your initial consultation appointment to allow for registration. Late arrivals or those needing additional time for registration may be rescheduled. Arriving on time allows us to stay on schedule so that all patients are treated in a timely manner. If you need to cancel your appointment please contact us 24 hours prior to your scheduled appointment time to avoid a \$25 late cancellation fee.

Telephone Calls: We attempt to be thorough and complete during your visit. The providers will rarely be interrupted by phone calls or other matters during your visit. Patients are asked to respect one another's time by holding questions for scheduled office visits. You are encouraged to write your questions down so they can be addressed during your scheduled appointment. If your questions can not wait you may call the office and leave a message with our clinical staff. Non-urgent medical matters will be addressed no later than the end of the next business day. Please do not leave duplicate messages unless you have not heard back from us within 48 hours.

Emergencies: Fortunately, there are few medical emergencies related to chronic pain. If you feel you are experiencing a medical emergency please go directly to the nearest emergency room or urgent care facility. The provider at this facility will call and communicate with your pain provider at ISC.

Forms: Most form completions require discussion between the provider and patient. Therefore, if you have a form related to your medical care at ISC that needs to be completed by a provider please contact our appointment scheduler so an appointment can be scheduled.

Referral Policy: Integrated Spine Care is a specialty clinic and does not assume the role of a Primary Care Provider, therefore, all patients must have a relationship with a PCP. Appointments are scheduled based on physician referral only.

Prescriptions: The State of Oregon requires providers to inform patients of the material risks related to the use of narcotic medicines. This information is in the provider agreement you will receive and be asked to sign at your consultation appointment. Prescription refills will only be given at your scheduled appointments. ISC does not accept telephone or fax refill requests from patients or pharmacies.

Test Results: All test results are reviewed by your provider when received. Results will be discussed with you at your scheduled follow up visit. Urgent findings will be addressed sooner, as appropriate.

Procedures: If injection treatment is appropriate you will receive instructions when your procedure is scheduled. Please read these carefully. If instructions are not followed your appointment will be rescheduled. If you elect to have sedation you must have someone else drive you home. Your driver must be present in our office during your entire appointment.

Payment: Your bill is your responsibility. As a courtesy to you ISC will bill most, but not all insurance carriers. You are responsible for paying your portion of expenses at the time of service. Please refer to enclosed Payment Policy for additional information.

Code of Conduct: Every staff member at ISC conducts themselves with respect toward patients, family members, referring physicians and staff. We expect behavior that respects the rights of other patients and our office staff. Unacceptable behavior includes the following and will not be tolerated:

- Excessive noise which is obtrusive to others
- Use of language, gestures or actions that are threatening, abusive, obscene or aggressive
- Offensive remarks of a racial, sexual or perverse nature
- Damage to property & Theft
- Inappropriate behavior involving alcohol/substance misuse

YOUR APPOINTMENT IS SCHEDULED AT THIS LOCATION:

GRESHAM OFFICE

ADVENTIST OFFICE

**24076 SE Stark St., #320
Gresham, OR 97030**

**10101 SE Main St., #2014
Building 2
Portland, OR 97216
(across the street from the Adventist Pavillion
entrance)**