

BLATMAN PAIN CLINIC
10653 Techwoods Circle, Suite 101
Cincinnati, OH 45242
513-956-3200 fax 513-956-3206
www.blatmanpainclinic.com

GENERAL INFORMATION

OFFICE HOURS

Our office hours are from 8:00AM until 5:00PM, Monday through Thursday. Our office is closed Friday, Saturday and Sunday.

PAYMENT METHODS

We accept cash, money orders, Visa, Mastercard, Discover & American Express

PHARMACY/PRESCRIPTION REFILLS

All patients are asked to phone their pharmacy for refills, and have the pharmacy phone our special voicemail line for more efficient and timely service. We must have **48 hours notice** for your prescription medication to be filled, no prescriptions will be filled otherwise. Prescriptions will not be refilled in the evening or on weekends. And please remember we are not open on Fridays! When calling the office for written refills, please spell your first and last name, and also be sure to tell us what medications are needed as well as the pharmacy number.

PHONE CALLS/EMAILS

Calls of a medical nature are often handled by our staff. If your call requires the doctor's attention, it will usually be returned during lunchtime or after office hours. Please leave a number where you can be reached at those times. You are invited to submit non-emergency questions to Dr. Blatman via email at Drblatman@Blatmanpainclinic.com. Email responses may take a few days.

WORKER'S COMPENSATION

BWC or self-insured workers' compensation patients must first call their case manager and must have written documents faxed or mailed to our office stating that BWC will cover the first consultation appointment. New patient appointments can be scheduled after we receive this documentation. Our Worker's Compensation Coordinator will help to make sure the paperwork is in order. Ohio BWC policy is that treatment is not provided during this initial office visit.

LITIGATION

Medical Charges for services and treatment rendered by our office are not contingent upon the outcome of a legal action against another party. We will file to your insurance carrier, but regardless of the final settlement, payment in full will be expected for all charges.

ATTORNEY/ACCIDENT CASES MEDICAL BILLS

Office charges must be kept current. Please contact billing **at ext. 103**, our billing specialist to review your situation. We do not participate in agreements to wait for your claim to be settled.

APPOINTMENTS

All patients must complete our patient information registration form. All paperwork sent to each new patient should be completed **72 hours prior** to arriving at our office. Failure to have paperwork completed may force us to reschedule your appointment.

We make every effort to stay on schedule. Emergencies and unpredictable situations sometimes arise and affect our schedule. We ask for your patience if you should have to wait.

CONFIDENTIALITY

Your medical records are strictly private and confidential. No information from your chart will be given to family members, your employer, your attorney or other doctors without your written permission. Worker's Compensation patients have already signed a release for medical records in order to be seen by the Ohio BWC.