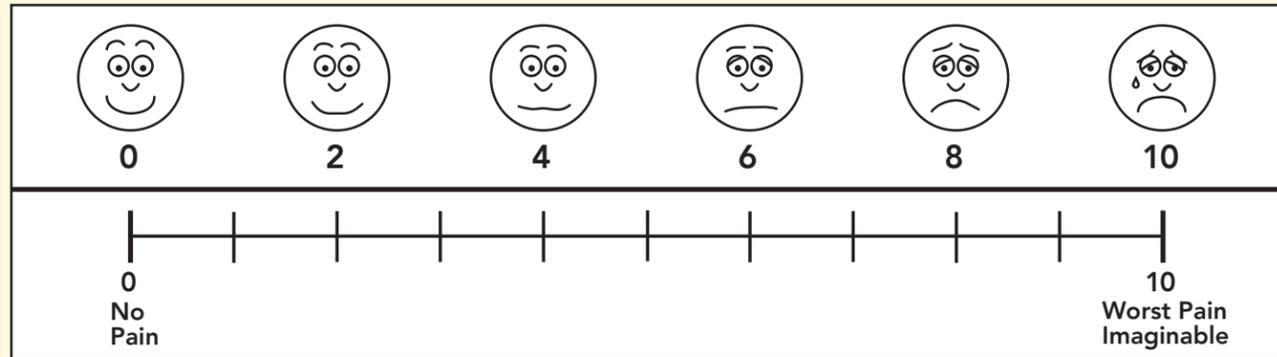


## The Pain Score

To treat your pain effectively, we monitor or measure it just as we would measure your blood pressure or temperature. Pain measurement uses a scale of 0 to 10 and asks you to describe your pain, with 0 being no pain and 10 being the worse possible pain that you can imagine. Monitoring your pain can tell if a therapy is working, and it can guide us to take a different approach to your pain management. Please study the accompanying pain scoring system to help communicate your pain level.



## Pain Management Services Patient Information

**Attention:** All attached forms must be completed and brought with you to your first appointment or you will be rescheduled.

### Driving Directions

#### From I-85 South

- Take Business 85 North (Exit 89 off I-85)
- Take Exit 86 (US 29/70)
- Turn left at the stop light at the top of the ramp
- Immediately take the next left onto Anna Lewis Drive
- Take first left onto Hospital Drive
- Take first right onto Medical Park Drive
- Follow Medical Park Drive to the end. Pain Management office is on the left at 10 Medical Park Drive

#### From I-85 North

- Take Business 85 South
- Take Exit 86
- Turn right at the top of the ramp
- After the first stop light, immediately move to the left turn lane and proceed left on to Anna Lewis Drive
- Take first left onto Hospital Drive
- Take first right onto Medical Park Drive
- Follow Medical Park Drive to the end. Pain Management office is on the left at 10 Medical Park Drive

#### From Highway 52 North

- Take Highway 2 South
- Merge with Business 85
- Take Exit 86
- Turn right at the top of the ramp
- After the first stop light, immediately move to the left turn lane and proceed left on to Anna Lewis Drive
- Take first left onto Hospital Drive
- Take first right onto Medical Park Drive
- Follow Medical Park Drive to the end. Pain Management office is on the left at 10 Medical Park Drive



 **Wake Forest®**  
Baptist Health  
Lexington Medical Center

#### Pain Management - Lexington

10 Medical Park Drive  
Lexington, NC 27293  
Phone: 336-238-4090  
Fax: 336-238-0468

# Welcome to Pain Management Services

If you have chronic pain, help is available. Our providers treat chronic back and neck pain, chronic abdominal and pelvic pain, and many other problems.

This information packet is designed to walk you through Pain Management Services, with information about what we do, what you can expect and how you will be treated.

## Your First Appointment

Your first appointment will last for about 30 minutes. Your physician will work with you to diagnose your problem and develop a treatment plan. **No pain medications are initiated at the first visit.** You may anticipate the following:

- ▶ A complete examination in context with your complaints.
- ▶ Discussion of a plan to manage your pain, including the possibility of simply providing recommendations to your primary care provider.
- ▶ Appropriate tests may be ordered or requested if they have been done in the past but the report is not available.

## Procedures

Most procedures require 30 minutes. The recovery time may last from 5 to 30 minutes if no complications occur.

- ▶ For your safety, it is advised that you do not drive following your procedure. That means you should bring a family member or friend who will be able to take you home.
- ▶ Many procedures are done to diagnose your problem rather than treat your pain. A negative result may be as useful to your pain physician as a positive one. At other times, a procedure may induce some pain and it may take a while for the pain to subside. If your pain does not decrease, or if it increases after a procedure, do not lose heart. Please ask to discuss the problem with your doctor to better learn what your pain means.
- ▶ If you are allergic to latex, local anesthetic, steroids, or X-ray dye, you should inform us every time a procedure is discussed, as well as when you come for the procedure. We can either avoid the allergic substance or pre-treat you with anti-allergic medications.
- ▶ If you have any bleeding disorder or if you are on blood thinner (e.g., aspirin, Heparin, Ticlid, Lovenox, Plavix or Coumadin), you should alert us every time a procedure is being discussed and every time you come for that procedure.
- ▶ If you are pregnant, let us know. Fluoroscopy or X-rays are used for most of the pain procedures and these may be harmful to the unborn fetus.

- ▶ If sedation is planned for a procedure, you should have nothing to eat or drink after midnight prior to the procedure. If you are a diabetic, ask for instructions. As a general rule, you may take half the dose of insulin but should not take the oral anti-diabetic agent on the morning of a procedure.
- ▶ If you have any active infection, it is best to postpone the procedure until after it clears. Please let us know if you have an infection or fever.

## Follow-up Appointments

Follow-up appointments can last up to 15 minutes. This is usually a mini version of our first visit. On follow-ups, your physician will examine and discuss prior treatments and formulate further plans. This may include trying a different medication or refilling an existing medication, further tests or procedures, etc.

## Communication

You must communicate to us:

- ▶ If you have a new pain (acute pain) or a change in your usual chronic pain.
- ▶ Any change in your medication.
- ▶ Any complication after a procedure such as:
  - Prolonged bleeding, redness and swelling around the procedure site
  - Fever
  - Prolonged weakness or numbness
  - Shortness of breath or difficulty breathing
  - Paralysis
  - Being too sleepy
  - Disorientation
  - New onset of bowel or bladder problems.
- ▶ Problems after starting a new medication such as allergic reactions, difficulty breathing, rash, swelling, severe nausea and vomiting, disorientation or severe sedation. You should stop the medication if you do not hear back from us.

## Our Goals

**Our No. 1** is to ensure your safety.

To manage your pain, improve the activities of your daily living, or both, is in accordance with the standards set by leading pain societies. We will also work to facilitate and assist your primary care provider with your pain management.

## Our Confidentiality Policy

Our "Patient Confidentiality Policy" prohibits us from providing any of your medical information to anyone, including family members, without your consent. We will not answer any family member's questions over the phone.

If any members of your family want information about your condition, treatment or test results, they will need to accompany you to your appointments at which time, with your permission, we will provide the requested information.

## Contact Information

Our regular business hours are Monday through Friday, 8–5 pm. No appointments are scheduled after 3:30 pm.

You may call 336-238-4090 with questions regarding your pain management, clinic appointments, rescheduling, cancellations, etc.

After regular hours: If it is not an emergency, leave a message on the appropriate line. You will receive a return phone call within 48 business hours.

Please note that during regular business hours, staff will be committed to the treatment and service of patients in the office. Phone calls will be returned in the order in which they were received. Calls are returned with 48 business hours.

## In Case of Emergency

Call 911 for an emergency situation that needs to be taken care of right away.

Go to the hospital emergency room for other emergency situations where urgent care is needed.

Call the Pain Clinic at 336-238-4090 for all other situations.

## Insurance and Billing

Some insurance providers may not cover pain management services. You should contact your insurance provider to determine if services are covered and whether the services will be covered as in-network or out-of-network.

You will receive two bills for each visit — one from Wake Forest Baptist Health Lexington Medical Center for facility use and provision of materials for your pain management,

and the other one from Wake Forest Baptist Health Anesthesia Physicians.

If you have questions about either your hospital or anesthesia bill, you may call the numbers listed on the bill.

## Administrative Information

### Disability Forms

- ▶ Our pain physicians do not complete any disability forms, disability determinations, work restrictions or return-to-work determinations. Insurance disability forms will need to be completed by your primary care physician's staff.

Medicare/Medicaid "Six Prescription Limit Override Form" (DMA 3098)

- ▶ In order to override the six-prescription limit, the form states that the added medication should be intended for treatment of a life-threatening condition such as:
  - Acute sickle cell disease
  - Hemophilia
  - End-stage lung or kidney disease
  - Unstable diabetes
  - Chemo or radiotherapy for malignancy
  - Any life-threatening illness or terminal stage of any illness

### Management of pain is not a listed category.

- ▶ Therefore, your pain medication should be included in the initial six prescriptions for which no explanation is required. The override should then be requested for the more important medications such as blood pressure medicine or blood sugar medicines. The override should be requested from the physician prescribing those particular medications.

### Out-of-work Excuses

- ▶ These excuses can be provided only for the day spent in your appointment or for short recovery periods after your pain procedures.

## Cancellation/Rescheduling

If you cannot keep a scheduled appointment, please let us know as early as possible so you can be rescheduled.

Repeated "no shows" will result in the suspension of your appointment privileges. In addition, should you not be able to keep the three consecutive appointments, you will be automatically discharged from our program.

Should you be late for your appointment, you will have to be rescheduled. If you are more than 15 minutes late, you will be rescheduled and considered a "no show."