

Office Policies and Patient Responsibilities

At New Day Pain & Wellness, clear communication and shared responsibilities help us provide safe, respectful, and coordinated care.

Appointments and Cancellations

Please arrive with enough time to complete any required paperwork. If you need to cancel or reschedule, notify our office as early as possible. Late arrivals may require rescheduling to allow adequate time for your evaluation. Contact our office for current cancellation and missed appointment policies.

Accurate and Complete Information

Please provide your current medical history, medication list, allergies, insurance information, and contact details. Notify us of changes, including new medications, hospitalizations, surgeries, or treatment received from other providers.

Insurance and Financial Responsibilities

Bring your insurance card and photo ID to your appointment. You are responsible for understanding your benefits and any referral requirements, as well as applicable copayments, deductibles, coinsurance, and charges for noncovered services. Contact our office before your visit with questions about costs or payment arrangements.

Medication Management

Medications are prescribed based on your evaluation, medical needs, and safety considerations. An appointment does not guarantee a prescription for a specific medication.

- Take medications only as prescribed.
- Discuss side effects or concerns with our office before changing your regimen.
- Request refills in advance and allow time for review during regular office hours.
- Do not share medications or take medications prescribed to someone else.
- Tell us about controlled medications prescribed by other clinicians.
- Store medications securely and promptly report lost or stolen prescriptions.

Patients receiving controlled medications may be asked to complete a treatment agreement, participate in medication monitoring, and attend regular follow-up visits. Early refills and replacement prescriptions require individual review and are not guaranteed.

Procedures and Follow-Up Care

Follow the instructions provided for your scheduled procedure, including guidance about medications, eating and drinking, and transportation. Do not stop blood thinners or other prescribed medications without instructions coordinated with the appropriate treating clinician.

Tell our team about changes in your health before a procedure. Attend recommended follow-up visits so we can evaluate your response and adjust your treatment plan.

Respectful Conduct

We ask patients, visitors, and staff to communicate respectfully. Threatening, abusive, or disruptive behavior may result in an appointment being ended and a review of whether care can safely continue.

Privacy and Communication

Use office-approved communication methods for medical questions, records, and sensitive information. Medical information may require your authorization before it can be shared with family members, attorneys, or other third parties.

Website forms and routine electronic messages should not be used for emergencies.

Your Role in Treatment

Ask questions, discuss your goals, and tell us if you have difficulty following your treatment plan. You may accept or decline recommended care after discussing the potential benefits, risks, and alternatives with your physician.

Urgent Concerns and Emergencies

For questions about your care, call **(813) 938-6627**. For a medical emergency, call **911** or go to the nearest emergency department.