

## Emergencies

Under normal circumstances, patients will be followed by the same physician at each visit. However, should you need emergency care, you will be scheduled with the first available physician. In case of an emergency outside of regular business hours, our answering service will contact the physician on call. On evenings and weekends, the group's "on-call physician" will make every effort to manage your needs until an appointment with your regular physician can be made.

## Prescriptions

Prescriptions and refills are issued during office hours only. During the evenings and weekends your medical chart is not available and may make it difficult, if not impossible, to determine your medical needs. Your doctor will NOT routinely write prescriptions or refills without examining you and reviewing your medication history.

To obtain a refill, have your pharmacist call our office and provide your name, medicine to be refilled and the date of your last refill. You must allow 3-5 business days to receive your refill. Please take responsibility not to run out of your medication before calling for a refill.

Certain narcotic prescriptions, by law, cannot be called to a pharmacy. Patients who receive narcotic medication are required to maintain a signed Narcotic Contract which is strictly enforced. Failure to comply with prescription policies will result in termination from the practice.

## Workers Compensation

If you are being evaluated or treated due to an injury sustained at work, we require an approval or denial from your case manager, including your employer's name, address, contact person, insurance name, address, telephone number and a contact person. Denials are required in order to file for payment by your private insurance. Workers Compensation benefits must be pre-determined prior to the scheduling of services.

## Liability Insurance

We do not file auto insurance or third-party liability claims. A liability action is not an acceptable reason to delay payment for services, regardless of any legal advice you may receive. Payment for services is the responsibility of the person who receives treatment, not the party being sued. Therefore, we ask that our bills be paid promptly. Any benefits you may receive from legal action are your concern.

## Disability Insurance

We do not file social security, disability claims or insurance forms.

## Payment Policies and Insurance Participation

PMA participates in most insurance plans, and accepts Medicare assignment. This list often changes so you MUST verify your coverage and understand your policy's particular requirements for co-payment, deductibles, co-insurance and out of network benefits or penalties. We may estimate your financial responsibility prior to your appointment; however, all charges are determined by the actual services performed by your physician. Co-pays are due at the time of service.

If your care is rendered in a hospital, you will receive a bill from your physician AND the facility where you are seen. PMA is not responsible for hospital charges or for resolving any disputes which may arise.

We will file primary and secondary insurance claims and will request that the insurance company reimburse us directly. Uninsured patients will be required to make payment arrangements prior to their first appointment. You will receive statements which detail your insurance payments and any amount due from you. If your account becomes past due we will take action to recover the amount within 90 days of the initial billing. We accept payment by cash, check and major credit cards.

## Medical Records and Billing

PMA does not maintain centralized medical records for each patient. The facility where the patient is seen is the medical record custodian. If you wish to have your medical record transferred to another physician, please contact the facility(ies) where you have seen a PMA physician.

Pain Management Associates Administrative/Billing Offices  
10301 Hickman Mills Drive, Suite 100, Kansas City, MO 64137  
Business Office 816-763-5446, Fax 816-763-8426

## Our Locations

We have two convenient office locations, KC Pain Centers, and other convenient hospital-based locations in the metro-KC area.

## KC Pain Centers

*Pain Management Associates Private Clinic*

### South

1300 E. 104th St., Suite 100  
Kansas City, MO 64131  
Scheduling 816-941-6700  
Fax 816-941-7909

### East

4911 S. Arrowhead Dr., Suite 300  
Independence, MO 64055  
Phone: 816-795-6880  
Fax: 816-795-6847

## Hospital-Based Clinics


- Centerpoint Surgery Center
- Creekwood Surgery Center
- Heartland Spine & Specialty Hospital
- Menorah Medical Center
- North Kansas City Hospital
- Overland Park Regional
- Saint Luke's East – Lee's Summit
- Saint Luke's South – Overland Park



# A Guide for New Patients

GET BACK TO THE LIFE YOU ENJOY



 **Pain Management Associates**  
A Division of Anesthesia Associates of Kansas City

*Pain Management Associates welcomes you as a new patient.*

## About PMA

Pain Management Associates (PMA) is the Midwest's most comprehensive, full-time pain management group, consisting of nine board certified/eligible anesthesiologists with subspecialty certification and/or fellowship training in Pain Medicine. Our practice is limited to the diagnosis and treatment of acute (short-term) and chronic (long-term) pain syndromes and offers the latest techniques in pain medicine.

**PMA provides care at KC Pain Centers, our convenient, patient-friendly private offices and many hospital-based clinics throughout the metro area.**

Our primary objective is to return patients suffering from acute and chronic

pain to their highest level of function in an ethical, compassionate manner. Our pain specialists work with primary care physicians, referring specialists and case managers in a team effort. All patient evaluations include the development of a comprehensive care plan and a full explanation of our recommendations before treatment begins.

## Our Services

- Medication management: ranging from anti-inflammatory medications to opioids
- Diagnostic and therapeutic nerve blocks: injections of anesthetics at the pain site or nerve root
- Trigger point injections: injection of steroid and/or anesthetic agent into contracted muscle fiber
- Radiofrequency nerve ablation: use of electrical current to destroy the nerve which is signaling chronic pain
- Devices for chronic pain or spasticity: including intrathecal infusion pumps and spinal cord stimulator devices
- Discography: diagnostic x-ray to determine injury to a spinal disc
- Nucleoplasty: surgical removal of the nucleus of a damaged spinal disc
- Vertebroplasty: injection of a cement-like substance into a vertebral disc damaged by compression fracture.
- Pre- and post-surgical consultation

## Introducing Our Staff

Although many different medical practitioners can treat pain to some degree, we specialize in the treatment of complex acute and chronic pain conditions. All PMA physicians are board certified or board eligible anesthesiologists, with either subspecialty certification or fellowship training in pain medicine. This means we practice "regional" anesthesia, the diagnosis and treatment of pain in various parts of the body using anesthetic (non-surgical) treatment, such as epidural nerve injections. We also perform other diagnostic and therapeutic procedures to relieve pain, which are classified as minor surgical procedures.

Howard A. Aks, MD

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Diplomate, American Board of Anesthesiology,  
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As pain management specialists, we often coordinate care with general/internal medicine practitioners, as well as other specialists, such as neurologists, orthopedic surgeons, rheumatologists, physical medicine/rehab specialists. We prefer that your primary healthcare provider evaluate your condition and provide us with a referral. We will provide your referring physician with a complete summary of our evaluation and update him/her on your condition throughout your treatment.

## Pain Diagnostic & Treatment Options

Using a variety of diagnostic and therapeutic methods we'll look for the unique source of your pain and recommend the quickest, most effective way to treat it. And while no program can guarantee your pain will be totally eliminated, we can help to control and manage your pain at a level that allows you to get back to the life you enjoy.

We perform a comprehensive history and physical examination on every new patient. Using a number of tools, like pain scales and diagrams, helps us understand how you are feeling and allow you to better describe your pain.

Diagnosis also may require neurological testing, laboratory screening, radiologic examinations (X-ray, MRI), and/or behavioral assessments. Our treatment approach also may include referrals for physical therapy, psychological counseling, surgical consultation or home health care. We also may coordinate post-hospital discharge care, home health care or other palliative services, as needed.

## Your Next Appointment

Doctor
Date & Time
Location

New patients should arrive 30 minutes prior to their scheduled appointment, in order to find parking, complete registration forms, and have copies made of your photo ID and insurance card(s).

We make an effort to stay on time and allow adequate time for patient needs. If your time is critical on the day of your appointment, please call in advance to verify any delays. ***Please show courtesy to us and other patients by calling 24 hours in advance to cancel any appointment.*** Failure to do so may result in a No-Show fine, or termination from the practice.

# Patient Scheduling

***For appointments, call Central Scheduling at (816) 763-1559, weekdays from 8 a.m. to 4:15 p.m.***

To most efficiently manage our practice, patients are seen by appointment only. Please call as far in advance of your desired appointment date so that we can find a time that will be convenient for you. If your doctor's schedule is full, you may need to be put on a waiting list. ***We also request that you cancel any unneeded appointments in a timely manner (no less than 24 hours prior) to allow others to fill that time.*** You will receive a reminder call two days before your appointment, so any missed appointments may result in a fine or possible termination from the practice.

Our scheduling staff will ask you a few screening questions, however, medical questions will be addressed by the physician only. If your problem requires pre-screening by a nurse, we may need to delay scheduling an appointment until your referral is reviewed.

## Making an Appointment

When you call to make an appointment, please have the following information and your insurance card(s) available:

- Your full name and date of birth
- Social Security number
- Address and phone number
- Type of pain
- Referring physician
- Primary care physician
- Insurance or payment method
- Name of policy holder and relationship to you
- Claim mailing address