



Welcome to the DUKE Spine Center!

Thank you for choosing DUKE and thank you for entrusting us with the care of your spine condition. We are North Carolina's most comprehensive inter-disciplinary spine program. In preparation for your appointment, we would like to share a few of our policies with you.

1. THE APPOINTMENT

- a. In order to ensure a comprehensive evaluation and allow time for parking, please plan to arrive 45 minutes in advance of your appointment time. Your appointment will include time with the physician team who will work with you to update your medical history including current medications, allergies and any additional information you can provide pertinent to the reason for your visit. If you are a **new patient**, please plan to spend a few hours with us to ensure a comprehensive evaluation. We suggest you bring a book or other entertainment in order to make your wait more comfortable.
- b. We are committed to hearing your concerns and explaining your care in a way that is easy to understand and encourage you to ask questions and give us feedback along the way.
- c. To expedite your evaluation and help us learn as much as possible about your condition, if you have been previously seen at different institutions, please bring with you:
 - i. Any actual imaging studies (CDs with images and reports) and previous notes

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Clinic 1B/1C
(919) 613-0444

www.dukemychart.org



- ii. Any physical therapy records (that have occurred in the past 12 months)

2. PRESCRIPTION PAIN MEDICATION

- a. Duke Spine Center providers do not prescribe opioids for chronic pain. If you are currently on a prescription opioid pain killer (e.g. OxyCodone, HydroCodone, Methadone, etc.) for a chronic condition, we will not provide refills, for your safety.

The nature of these drugs easily leads to dependence and tolerance, and as such, require the guidance of an experienced pain anesthesiologist. This type of therapy is beyond the scope of treatment of the Spine Center.

- b. If you are a new patient to this clinic, we will not prescribe opioids at your first visit.

3. TEST RESULT FOLLOW-UP

- a. Most test results will appear on MyChart one (1) business day after they become available which means you may see some results before your provider. Some sensitive results may be held up to 14 business days before release.
- b. To discuss test results, you can call the providers office, communicate with the provider through Duke Mychart, or request a follow-up appointment.
- c. If you have chosen to take these tests outside of DUKE, the test results are protected and we do not have access to them. It is your responsibility to mail CDs of imaging studies and their reports to your provider's office.

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4. DISABILITY CLAIMS / FORMS

- a. Family Medical Leave Act and Short Term Disability forms will not be completed in the clinic and will be handled through your provider's office.
- b. Worker's Compensation documentation (impairment ratings, causation letters, end of treatment reports, etc.) will be handled through your provider's office.
- c. Please allow at least 7 to 10 business days for completion of forms.

5. CANCELTION AND NO SHOW POLICY

- a. Each patient is important to us. Please notify the clinic 24 hours in advance if you need to cancel or change your appointment.
- b. Missing 3 appointments without notifying the clinic 24 hours in advance may result in discharge from the Duke Spine Center.

6. LATE ARRIVAL POLICY

A late arrival may result in a significant delay of your visit. We will try to accommodate to see you as promptly as possible, but you may have to wait to be worked in to a later opening in our schedule, if available. As a courtesy to other patients, if for any unforeseen circumstance you arrive more than 30 minutes late, you will be given the options of waiting for a later opening in our schedule (if available) or to re-schedule for a later date.

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7. Communication with your physician will be enhanced with the use of ***Duke My Chart*** at www.dukemychart.org.

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