

UAB MEDICINE

Department of Neurology Pain Management Program

Dear Patient,

Welcome to **UAB Department of Neurology Pain Management Program** at UAB Highlands. We are pleased that you have chosen the UAB Health System to provide your medical care and we look forward to serving you. Please see the enclosed information sheet which will help you prepare for your visit to UAB Highlands. If you have further questions, concerns, or special needs, please do not hesitate to call us at 205 930-8300.

We look forward to seeing you soon.

Sincerely,

J. Mark Bailey, DO, PhD

UAB Department of Neurology Pain Management Program

1201 11th Avenue South, Suite 400

Birmingham, AL 35205-3410

205 930-8300

205 930-8301 fax

www.uab.edu/neuropain

General Clinic Information

We are located on the 4th floor of UAB Highlands in Suite 400. Our office hours are Monday-Friday 7:00-11:00 am and 1:00-4:00 pm. Please call 205 930-8300 with any questions or concerns.

Appointments

Your physician has referred you to the UAB Department of Neurology Pain Management Program. Please help us by ensuring the following have occurred: (1) Your physician must provide your prior medical records. (See below for details) Especially important are records from prior pain physicians (if applicable). (2) You must **completely** fill out the attached forms and bring them with you on the day of your appointment.

If you should need to cancel or reschedule your appointment, simply call us at least 24 hours in advance at **205-930-8300** and we will be happy to reschedule it to a day that is more convenient for you. If you call to cancel within 24 hours of your appointment, this will be considered a “**No Show**”. If you “**No Show**” for three appointments within a year, you will not be rescheduled for another appointment at UAB Neurology and Pain Medicine.

What to Bring with You

You should bring your insurance card, a valid driver’s license or photo ID, your **COMPLETELY FILLED OUT CLINIC PAPERWORK**, and your physician referral (if applicable).

Medical Records

Medical Records should be faxed from your physician’s office. These can be faxed or mailed to: UAB Department of Neurology Pain Management Program, 1201 11th Avenue South, Suite 400, Birmingham, AL 35205-3410. **Our fax number is 205 930-8301**. It is not necessary to send UAB medical records, as these are already in our electronic medical record.

Payment Information

Some insurance providers may require a referral or pre-certification before seeing a specialist. Please be sure to bring a copy with you for insurance/billing purposes. If you are unsure of what your insurance company requires, please contact them in advance of your appointment and they will be happy to answer any of your questions. Your co-pay is required at the time of your visit. If you require the services of the UAB financial counselors, they may be reached Monday-Friday, 8:00am – 5:00pm at 205 801-9910.

Prescriptions

Our clinic cannot prescribe medications to new patients prior to their first appointment. Please contact your referring physician for all prescription needs prior to your new patient appointment. **While it is possible that you will be given a prescription on your first visit, this should not be your or your referring physician’s expectation.**

Driving Directions

I-65 Southbound – Take exit 259-B (4th Avenue South), exit to the right and loop back under I-65. At the second stop light, turn right onto 13th Street South. (There will be an Amoco at the intersection). Stay on 13th Street South until you come to UAB Highlands.

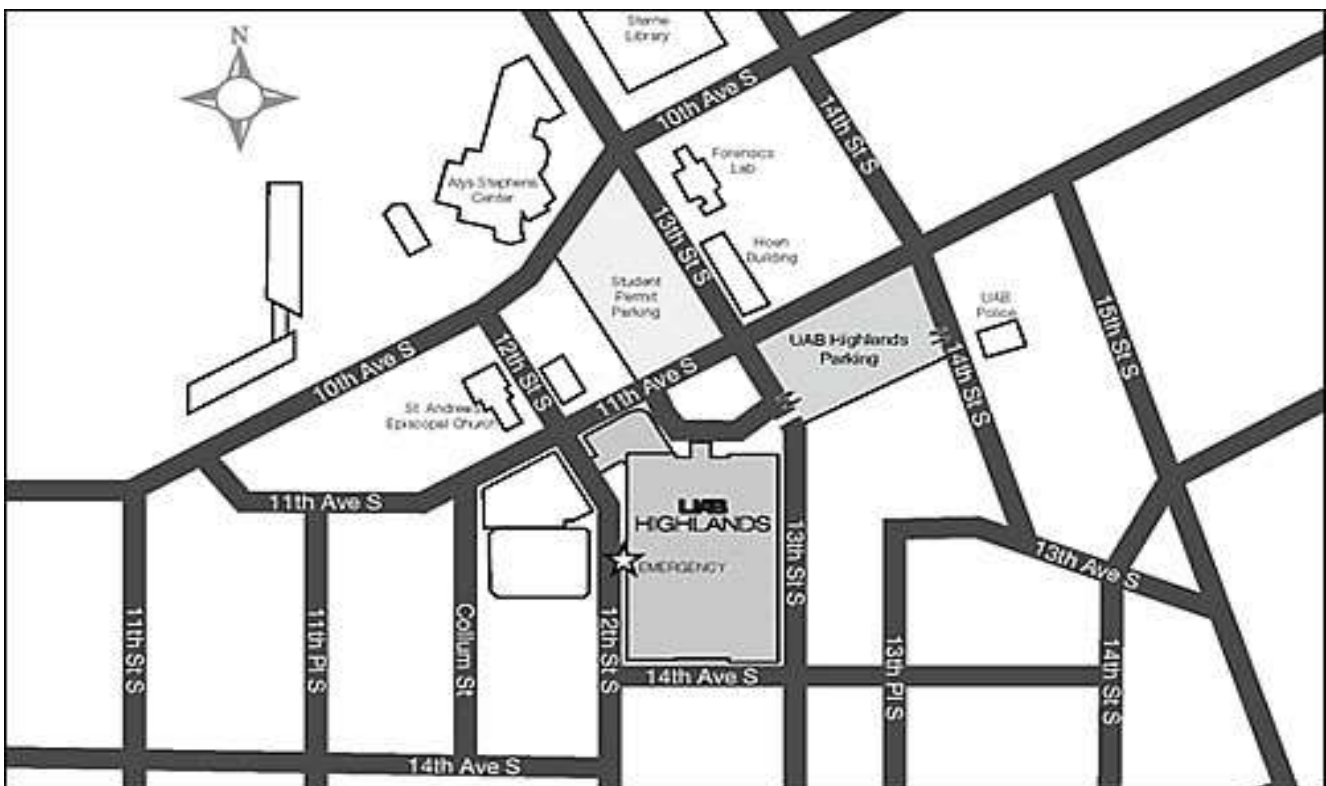
I-65 Northbound – Take exit 259 (8th Avenue South), turn right onto University Boulevard. At the third stop light, turn right onto 13th Street South. Stay on 13th Street South until you come to UAB Highlands.

Red Mountain Expressway (Highway 31/280) – Take the 8th Avenue south exit, go west on University Boulevard (toward town). Travel through the UAB campus, turn left at 13th Street South (landmark: UAB arched overpass). Stay on 13th Street South until you come to UAB Highlands.

From Kirkland Clinic – Turn right onto 5th Avenue South, then immediately turn right onto 22nd Street and turn right again onto 6th Avenue South. Stay on 6th Avenue South until you come to 13th Street South. Turn left on 13th Street South and proceed to UAB Highlands.

From 8th Avenue South – Turn south onto 13th Street South (landmark: UAB Arched overpass). Continue two blocks to UAB Highlands.

When you get to UAB Highlands, park in the front of the building and enter the **main front lobby** entrance. Take the **main elevators** (behind the big staircase in the center of the lobby) up to the **fourth floor**. Turn right out of the elevators and left down the main hallway. Our office is on the right. UAB Highlands is a NO SMOKING facility which includes all surrounding property and entrances.





Department of Neurology
Pain Management Program

Patient Rights and Responsibilities

The UAB health System provides the highest quality care for each of its patients. Each patient is recognized as an individual with unique psychosocial, spiritual, and cultural values. Our physicians and staff are committed to patient involvement in care.

You have the right:

- To be treated with respect and dignity.
- To be informed about your diagnosis, treatment, and prognosis.
- To the information in your medical record.
- To choose advance directives about your health.
- To be informed of any research projects that may affect your care
- To have your examination, medical record, and conversation about your health to be private and confidential.
- To voice concerns about your care and to receive a response which addresses your concerns.
- To translation for speech, hearing, or other impairment needs.
- To ask questions about treatments or procedures which are planned as part of your care
- To receive a Notice of Health Information Practice about how your comprehensive information is used.
- To expect a quick response to reports of pain.

You are responsible:

- For asking what to expect regarding pain and pain management

- For asking for pain relief when pain first begins and to assist the providers in assessing your pain
- For being considerate of the rights of other patients and clinic personnel
- For providing information about your health history.
- For following your plan of care
- For meeting appointments and for canceling in a timely manner if you cannot keep your appointment.
- For financial obligations for care and services.

If you have any questions or concerns about your rights and responsibilities, please contact Patient Relations at 205 801-8623.