

**Temecula Pain Management Center**  
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**Temecula Pain Management Group**

**J. Druet M.D.**  
**S. Uraine M.D.**  
**K. Ehlers PA-C**  
**H. Brickle PA-C**

[www.paintemgroup.com](http://www.paintemgroup.com)

## **OFFICE POLICIES**

### **WELCOME TO OUR OFFICE**

This practice provides general pain management for all pain disorders: treatment includes injections and other specified procedures.

Office hours are Monday through Friday 9:00am - 5:00pm. The doctors share the operating room and perform procedures Monday through Friday.

### **APPOINTMENTS**

Appointments are pre-scheduled. Failure to keep a follow-up appointment or cancel a follow-up appointment with less than 24 hours notice will result in a \$20.00 surcharge and missed procedure appointments will result in a \$50.00 surcharge. If a patient misses two appointments, we will assume they are being treated by another physician and will be discharged from our care.

### **REFERRALS**

This is a secondary medical practice and before we can see you, a proper referral from your treating physician needs to be made. We do not see self-referred patients.

### **HOSPITALS**

Dr. Druet and Dr. Uraine work out of Inland valley Hospital and Rancho Springs Medical Center.

### **RECORDS**

Records will be kept for five years as per legal requirements. Copies of records can be transferred to other physicians upon receipt of written notification from the patient at no charge. There will be a fee of \$25.00 for additional/second requests. It is expected that the patient would provide the office with at least 7 days notice when requesting records.

### **BILLING/INSURANCE**

The office policy is that payment is due at the time of services unless you have insurance for which the doctors are participating providers. Co-pays and deductibles are due at the time of service.

### **Temecula Pain Management Center and Hemet Uro-Endo Surgicenter**

For procedures done at this FACILITY, there is a separate fee from the DOCTORS' professional fees like in other surgery centers and hospitals. These fees pay for maintenance of the surgery center, personnel, insurance, rent, supplies, linen, equipment, medications, etc. A fee schedule is used to determine fees and we will accept most insurance payments with standard deductibles paid.

**INTEREST**

An interest rate of 5.00% will be charged on all overdue accounts of 60 days or more as a late payment charge.

**MEDICATIONS**

Medication refills will be considered DURING OFFICE HOURS ONLY. This is to conform with California Pharmacy statutes and prevent people from acting or posing as patients. This also prevents the possibility of people obtaining medicines by illegal means. **Patients should contact their pharmacy 3-5 days prior to the needed refill as the prescribing physician may not be immediately available the same day the medication runs out.** It also permits accurate records of medicine consumption to be maintained in the patient's chart for review by the State Pharmacy Review Board if necessary.

**DUE TO STATE PHARMACY REGULATIONS, REFILLS WILL NOT BE PROVIDED TO ANY PATIENT WHO HAS NOT BEEN SEEN IN THIS OFFICE ONE (1) MONTH OR MORE.**

If you have any questions concerning our office policies and /or procedures, please contact our office.

I have read these policies and ACCEPT these terms.

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Signature

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Date