

Welcome to the Great River Pain Center

As medical director of the Great River Pain Center, I would like to personally thank you for entrusting your medical needs to our staff. Our sole goal is to improve your health and as with any relationship communication is a key factor in success. Please take a few minutes to read through this brief guide that describes our clinic's policies and guidelines.

-Sanjay Sundar, MD

New Appointments-

If we are seeing you for the first time, there are many documents that we will need to obtain before your appointment. These include notes from your referring provider, recent imaging tests, a list of current medications, a description of why you are coming in, and previous related treatments. Our nursing staff will do their best to have these in hand before you arrive, but may call you to ask for your help. If we are unable to review these documents during your visit, treatment recommendations may be delayed.

Phone messages-

In general we respond to non-emergent calls within 24 hours of receiving the message. If you are leaving a message on our voicemail please be as brief and concise as possible. We do our best to check our messages every hour and leaving multiple messages for the same problem simply delays our response time. If you are having an emergency and are unable to speak directly to a clinic staff member we ask that you go to the nearest emergency room for an evaluation. Many patients have questions regarding their medications. We do our best to address these over the phone without an additional office visit, but may request that you schedule an office visit to discuss more complicated issues. Controlled substances such as opiate pain medications are seldom refilled over the phone and only at the discretion of the physician. In most cases, it is not appropriate to do so and an office visit will be scheduled.

Procedures-

If a procedure is recommended, we will do our best to schedule it for the same day. However, due to operating room schedule or the need for insurance authorization many times the procedure cannot be performed the same day. If you would like help understanding your financial responsibility, please ask to speak to one of our patient representatives. Prior to every procedure you will be sent a reminder phone call with instructions and receive a courtesy follow-up call from the staff. This is simply a courtesy call and any procedure related questions should be directed to the pain clinic staff. During your procedure, Dr. Sundar does his best to answer any procedure related questions. Other questions related to medications and refills will be directed to the clinic staff. If you would like to speak to them after the procedure, please ask the surgery staff to walk you over to the clinic.

We understand the importance of patient education outside of the clinic visit. You will be given handouts to read before and after the procedure that answer many common questions. Our website also has educational material and videos for you use.

Pain medication-

Many times pain medication may be used as part of your therapy. For patient and public safety we have instituted a number of compliance checks. These will be explained to you during your first visit. In no way do we want you to feel uncomfortable with these vital steps and pride ourselves on treating all of our patients with dignity and respect. Before signing the opiate agreement please read it carefully and understand its stipulations.

It is our policy that opiate pain medications are only refilled during a scheduled office visit; exceptions are made on a case-by-case basis and are rare. Overuse of a pain medication is considered a breach of our opiate agreement and may result in us no longer recommending that type of medication.

Thank you for taking the time to familiarize yourself with our clinic. Please let us know if there is anything we can do to improve our service.