

# PATIENT JOURNEY



## Your Journey

Patients need to be referred to us by any physician or nurse-practitioner with our referral form. Once we have the referral form, we will call the patient to ensure we have the correct contact information. Patients will be sent a link to complete our 'patient information form' online.

The first visit is a consultation and there is no fee for this visit, unless the patient is treated at that visit. A brief history will be taken, doctor's letter reviewed, followed by examination and discuss of treatment options. We will explain the risks and benefits and leave patients with information so that "informed consent" can be obtained. On occasion there may be time to start the treatment at the first visit. Other times it is better to consider the information given and return for treatment at a separate appointment.

## Should I stop my pills?

In short, no. The only exceptions are visits specifically for prolotherapy and platelet-rich plasma injections. In these instances only, you should stop any anti-inflammatory medication 1 week before your appointment (eg. Advil/Ibuprofen, Naprosyn, Celebrex, Voltaren, full dose Aspirin). You do not need to stop baby Aspirin for heart/stroke prevention before prolotherapy. If you are coming for trigger point injections, perineural injections, or caudal epidurals, please do not stop your medication. Please bring a list of your medication to your appointment. It is very important to let us know if you take steroids (prednisone), immunosuppressants or blood thinners (warfarin, Plavix, heparin, dabigatran, etc).

## Cancellation

Very importantly, please give us a minimum of 48 hours' notice if you cannot attend your appointments. You will be billed a missed appointment fee if you do not give us this notice.

## Payment

Consultations and trigger point injections are covered by MSP although there is a fee for specialized needles and injectables used. Some treatments are not paid for by MSP and will be billed privately, for example prolotherapy, PRP or acupuncture. Our staff can inform you of the fees for different treatments. We accept cash, cheques, debit and credit (Mastercard and Visa) cards.

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### Treatment Options

Please read through the 'Pain Treatments' list on our website. Many of your questions will be answered by doing this.

### First Visit Checklist

- Bring medications you take.
- Bring suitable clothes. Wear loose fitting, dark clothing (you may get a little bit of blood on your clothes!). Tank tops and loose-fitting shorts are helpful.
- Bring a hair tie if needed.
- Bring means of payment.
- Bring your BC care card the first visit.
- Know how to find our clinic.
- Bring or inform us of important medical information: allergies, seizures, pregnancy or blood thinners.
- Bringing a driver the first injection appointment is helpful.
- Stop anti-inflammatories (Nsaids such as Ibuprofen) a week prior to prolotherapy or PRP. There is no need to stop them before other treatments.
- Please inform us of medications you take, allergies, or if you are on Coumadin, Warfarin or other "blood thinners" or Plavix.
- Remember to give cancellation notice should you need to change your appointment time.

### Follow up online questionnaire

Since it is very important to know how you are doing, you will be emailed a link for a brief monthly 'check in' questionnaire.