

Office Policies

Hours of Operation

Our office hours are Monday – Friday 8:00am – 4:30pm. Our phone lines open at 8:00am and closed during a lunch hour from 12:00pm – 1:00pm, calls are forwarded to the answering service at 4:30pm upon closing.

Contacting our Office

We understand that there are times that you may feel the need to speak directly to your provider or his/her medical assistant. As you know, during the day your provider is in surgery or seeing scheduled patients and has limited access to phone calls during this time. If you call the office and need to reach your provider/MA, please leave a detailed message with the front desk so they can route your call appropriately. Your call will be returned in a timely manner. Another option to reach your provider or medical assistant directly is by signing up for **MyBSWHealth** portal where you can send secured messages.

Late Arrivals

Our providers do their best to see their patients promptly. **If a patient arrives 15 minutes or more past his/her scheduled appointment time, he/she could be asked to reschedule. In the event you are running late, please call ahead to inform the office.**

FMLA Policy

BSW Neurosurgery and Spine Associates - Grapevine provides the service of completing your FMLA forms once all the necessary information has been provided. You understand that this fee cannot be billed to insurance and is due prior to the forms being completed.

Please note: our practice is providing a service and charge a fee of \$25.00 for completion of these forms. Please allow 5 business days from the date these forms are received.

Prescription Refills

In effort to take care of your refills in a timely manner, we ask that you reach out to your pharmacy first. This will ensure accurate and prompt refills. Please allow 24-48 business hours to respond and approve your refills. Your pharmacy should contact you once your prescription is ready for pickup. **Refills of medications will only be made during regular office hours.**

Medication Policy

BNA Grapevine physicians only prescribe pain medications to post-surgical patients up to 6 weeks. After the 6 weeks you will be referred to pain management to manage your medications if needed.

If you have a pain management doctor, we will ONLY prescribe pain medications while you are in the hospital.

Controlled substances will only be prescribed to patients after they are searched in the Texas Prescription Monitoring Program database.

Pain management doctors typically have contracts in place with their patients so that you don't get pain medications from any other physician(s). These policies are in place for patients' safety by limiting the potential for drug abuse or overdoses.

It is your responsibility to arrange to get your pain medications from your pain management doctor **PRIOR TO ANY SURGERY** so that you do not run out of them after surgery.

By signing below, you agree that you have been made aware of the above policy for
Baylor Scott & White Neurosurgery and Spine Associates - Grapevine.

Patient Name: _____ DOB: _____

Patient Signature: _____