

Patient Information Brochure

Welcome to Cincinnati Spine Institute. Our goal is to offer you the finest in spinal care.

We are pleased to provide care for your spinal conditions. By providing you with this brochure, we hope to make your experience with us as pleasant as possible by acquainting you with our office policies. We encourage you to keep this as a handy reference. If you have any additional questions, please give us a call.

Exceptional care for every generation

Our highly-trained physicians specialize in the surgical treatment of the spine for patients of all ages. We provide sensitive, caring, individualized treatment.

Office locations

9250 Blue Ash Road
Cincinnati, Ohio 45242

Christ Hospital Medical Building
2123 Auburn Avenue, Suite 201
Cincinnati, Ohio 45219

8000 Five Mile Road, Suite 320
Cincinnati, Ohio 45230

500 Thomas More Parkway
Crestview Hills, Kentucky 41017

Disability forms

We are happy to fill out all disability forms for our patients. The first form that we fill out for you is done at no charge, but subsequent forms are billed at \$5.00 each to cover clerical charges. The fee must accompany the forms and be given to the receptionist. Please allow 10 working days for completion of the form.

Problems or complaints?

If ever you have a problem or complaint, please let us know. Our number one priority is to provide you with personalized treatment delivered in a caring and professional manner. We are totally committed to your successful recovery and to your satisfaction with our practice.

Visit Our Physicians' Web Sites At:
www.cincinnati-spineinstitute.com



**Cincinnati
Spine Institute**

9250 Blue Ash Road
Cincinnati, Ohio 45242

Phone: 513-792-7445
Fax: 513-792-7451



**Cincinnati
Spine Institute**

**Alfred Kahn, III, M.D.
John M. Roberts V, M.D.
Michael J. Kramer, M.D.
Michael T. Rohmiller, M.D.**

YOUR APPOINTMENT IS

AT _____ AM/PM

9250 Blue Ash Road
Cincinnati, OH 45242

8000 Five Mile Road, #320
Cincinnati, OH 45230

2123 Auburn Avenue, #201
Cincinnati, OH 45219

500 Thomas More Parkway
Crestview Hills, KY 41017

**Phone: 513-792-7445
Fax: 513-792-7451**

Appointments

When calling to make an appointment, please remember that our receptionists will make every effort to accommodate your requests for a specific time or date, but occasionally, circumstances do not allow us to do so. We will make all efforts to see that the date of your appointment is as convenient as is possible. We will make special accommodations for emergencies.

If you cannot keep a scheduled appointment, please notify our office within at least 48 hours of the appointment time. This allows us to accommodate another patient.

All patients are given a scheduled appointment time. Our patients are seen in order of their appointment time. In scheduling patients, we allow plenty of time to give each of you the care you deserve. However, should you experience a short wait, please remember that each patient's problem is unique and may require more of our time than anticipated. Please bear with us in these cases, so that we may provide you with the best in care.

Important – please bring your insurance card with you. Enclosed you will find an information sheet to be filled out and brought to the appointment.

Please bring all testing, films, and records.

Office hours

Our office is open Monday through Friday from 8:30 am until 5:00 pm.

Calls to our office on weekends and after hours are answered by our answering service and quickly relayed to us.

Need to speak to your doctor?

If you need to speak to your doctor or just need a question answered, please call 513-792-7445 extension 0 during regular office hours, if possible. If the doctor is busy with another patient, your call will be returned as soon as possible, by the doctor or his assistant.

Need a prescription filled?

If you need a prescription refilled, please contact your pharmacy with the prescription number. They will call our office for the authorization to refill the medication. Please remember, all medication refills must be authorized by a physician, so we may not be able to authorize the refill immediately.

If you need a new prescription, please contact our office. When you call, we will need your pharmacy phone number.

No medications will be prescribed after hours or on weekends by the doctor on call, since your medical records are not available to him at those times. If there is an immediate need for medication, you will be directed to an emergency facility.

Payment for services

In our continuing effort to keep down health care costs, we ask for payment at the time of service. We will file your insurance for you provided we are given full insurance information. A copy of your insurance card usually contains all the information necessary.

Fees vary greatly for different procedures, as does insurance reimbursement. Remember, primary responsibility for payment is yours, not your insurance company's.

For our Medicare patients, according to government regulations, we must file both your primary and secondary insurance for you. Please do not file to Medicare yourself.

For our patients who have been injured on the job, we will file all necessary paperwork with your worker's compensation carrier. We ask that you provide us with the name of your carrier, date of injury and claim number. This information can be obtained from your employer. If you do not have this information, you will be billed until you provide it.

We do not do any third party billing nor do we bill attorneys for medical care. If your injury is a result of an auto accident or personal liability accident, we will provide you with an itemized statement, but all charges must be paid for at the time of service.

We do not accept letters of protection.