



## **Contacting Our Office**

### **Office Hours**

Our office hours are Monday – Friday, 8:00 a.m. – 5:00 p.m.

### **Main Number:**

**651-430-3800 or 1-800-353-7720**

Your call is important to us. That is why we have a ‘live’ person answering our main phone number to help direct your call.

In addition, if you have a specific request and would like the convenience of going directly to a particular department, we have some helpful direct-call phone numbers to efficiently assist you.

### **Appointment Cancellation or Re-schedule:**

**651-430-3800 or 1-800-353-7720**

Our goal is to provide you with quality care in a timely manner. If you need to cancel or reschedule your appointment, please notify our office at least 24 hours before your scheduled appointment. This enables us to better utilize available appointments for our patients in need of medical care.

### **Billing/Insurance:**

**651-430-9884 M-F 8 am-4 pm**

Call us if you have questions regarding your insurance or your billing statement. For your convenience, go to our website to pay your bill online: [www.MidwestSpineInstitute.com](http://www.MidwestSpineInstitute.com). Then, click ‘online bill pay’ at the top of the page. This is a secure site to pay your bill.

### **Driving Directions:**

**651-259-4576**

Call our automated phone line for driving directions to Midwest Spine Institute’s main locations and outreach clinics throughout the Twin Cities and western Wisconsin.

### **Fax:**

**651-430-3827**

If you need to fax us a letter, records or reports, please use this line. Be sure to indicate the ‘name’ of the department where you wish to send your document.

### **Medical Care Question:**

**651-430-3800 1-800-353-7720**

If you have a question about your care please call our main phone number and ask for our “Call Center”.

### **Medical Record Requests: Medical/Legal direct line:**

**651-259-4545 24-hours/day**

A signed, HIPPA compliant authorization is required before releasing any medical information. Please allow 48 hours (2 business days) for your requests to be processed. Requests for copies of medical records should be directed to our corporate office in Stillwater at 1950 Curve Crest Blvd West, Suite 100, Stillwater, MN 55082 or on our website at [www.MidwestSpineInstitute.com](http://www.MidwestSpineInstitute.com). An administrative fee may apply for these services. Please contact our Medical/Legal department for details.

(more information on other side)

**Medication Refill Request line:** **651-259-4555** **24-hours/day**

Many medications can be refilled without an appointment. When your medication is running low, the most efficient way to obtain a refill is to have your pharmacy contact our office. You may also call our 24-hour medication refill request line. Your refill request will be reviewed and, if approved, may take up to 48 hours (2 business days) to process, so please plan ahead.

Some prescriptions require an original signature from your provider and a clinic visit may be necessary. If you are planning to pick up a prescription please be sure to speak with our staff about the site where your prescription will be available.

**Procedure Injection Report Voice Mail Box:** **651-259-4567** **24-hours/day**

You may be asked to contact our office one week after you have had an injection to report your percentage improvement in pain relief.

After you listen to the recording, provide the following Patient information:

- First and Last name: please spell the first and last name
- Date of Birth
- Percent of improvement in pain relief you have experienced since your last injection

If you have questions and would like someone to call you please indicate this in your message and provide a phone number where you can be reached. We will return your call within 24 hours (Our Call Center hours: Monday-Friday 8-4:30 pm).

**Re-Scheduling an Appointment**

Because we are a surgical spine practice, there may be emergent situations requiring immediate attention. This means that on occasion we may have to reschedule your appointment or your surgeon may be delayed. We realize that this inconveniences our patients and we apologize for this. We will do our best to see you as soon as possible and appreciate your patience and understanding.

**Requests for Letters and/or Forms: Medical/Legal Line** **651-259-4545** **24-hours/day**

When submitting a form for completion, all portions of the form requiring patient information must be complete. Portions designated for physician completion must be left blank. Most requests for forms will be completed within 10 business days.

All forms should be directed to our corporate office in Stillwater at 1950 Curve Crest Blvd West, Suite 100, Stillwater, MN 55082. There is an administrative fee for completion of certain forms or letters. Please contact our Medical/Legal department for details.

**Surgery Scheduling Department:** **651-259-4554** **M-F 8 am-5 pm**

If you have a question about your surgery please call our Surgery Scheduling department.

**Test Results: Please call to schedule an appointment:** **651-430-3800 or 1-800-353-7720**

As a specialty practice we feel it is important to review test results with you in person. At the time your tests are scheduled we will assist you to make a follow-up appointment with your provider to review your results. We do not provide test results over the phone.