

Helpful Telephone Numbers

Pre-Registration	855-890-9241
Hospital Billing (NWH)	617-726-3884
Physician/Provider Billing (MGPO)	617-726-3884
Web Address	www.nwh.org

Insurance changes or registration updates

If you have any changes to your insurance, please call up to 7 days prior to your appointment to update your insurance for this appointment. This call typically takes a few minutes. Please have your insurance information available. Insurance plans vary in their requirements. Your plan may require a potential referral, authorization, or out-of-pocket payment for this visit. Pre-registration is available Monday-Friday from 8 AM – 5 PM at 855-890-9241.

Parking

There is plenty of free parking all around the building, you enter through the front door. The entrance at the back of the building is closed to allow for screening every patient when they enter the building.

****PLEASE NOTE OUR LOCATION****

The Spine Center
159 Wells Ave, Newton, MA 02459
Ph: 617-243-5777 Fax: 617-243-6110

Patient Instructions

Our patient hours are Monday through Friday 8:00 AM to 5:00 PM. Our phones hours are Monday through Friday 7:30 AM to 4:30 PM. We ask that patients arrive 30 minutes prior to your procedure or new patient appointment time or 15 minutes prior to your follow up appointment time in order to prepare you for your visit. Please print and complete the Spine Center New Patient Packet (attached or located on our website at <http://www.nwh.org/clinical-centers/spine-center/your-visit/>).

For your comfort during the exam, you may want to bring shorts and a t-shirt or sports bra. ***We require that patients refrain from using creams, scented lotions or perfumes on the day of their visit.***

MRI's or X-rays

If you have any recent MRIs done in the year prior to your visit and they were not performed at NWH or MGH, please bring the images and reports to your appointment.

Insurance Referrals

If your insurance requires a referral to see a specialist, you are responsible for obtaining that referral from your Primary Care Physician prior to your appointment and ensuring that we have received it. If the department has not received the referral your appointment will be cancelled, or you will be asked to sign a waiver stating that you are aware that you are being seen without a referral and no further appointments or diagnostic tests will be scheduled. Please fax all referrals to 857-282-5654.

Co-Payments

If your insurance requires a copayment, it is due at the time of your visit. We accept payment in the form of a credit card. Full payment for self-pay visits and procedures, such as prolotherapy & acupuncture, are due at the time of the visit.

The Spine Center is a hospital based outpatient clinic, it is standard to receive one bill representing the physician charges from their billing provider (MGPO) and another bill representing the hospital/facility charges from NWH. For questions regarding the physician's bill, please call 617-726-3884. For questions regarding the hospital bill, please call 617-726-3884.

**NWH PAIN AND SPINE CENTER
159 WELLS AVE
NEWTON, MA 02459
(617) 243-5777 OR (617)243-6142**

We look forward to seeing you at your upcoming appointment. **Please complete the necessary forms attached and bring them with you to your visit.**

During the COVID-19 era, health care will be delivered in new and innovative ways to ensure the health and safety of our patients, family members and staff. Newton-Wellesley Hospital's clinical leaders and infection control experts have analyzed every aspect of our operations and changed the process by which we deliver care to keep everyone safe. As a result, your experience will feel different in some ways – but it will still be the exceptional experience our hospital is known for.

Here's what you can expect when you visit us.

BEFORE YOUR VISIT

- **Symptom Screening:** Before your appointment, you will be asked to complete a survey on Patient Gateway about any symptoms you may be experiencing or any recent exposure to COVID-19. This survey must be completed 72 hours prior to your visit. Based on your responses, you may be contacted by our staff to answer additional questions.
- **Visitor Policy:** Patients who require a caregiver, experience communication or mobility issues, or are under the age of 18 and require a parent or guardian may be accompanied by visitors. All other visitors are not permitted at this time.
- **Mask Policy:** All patients and providers are required to wear a mask (except when alone in a room). You may wear your own mask into the building but will be asked to change to a new mask provided by our staff.

DURING YOUR VISIT

- **Arrival:** To ensure proper social distancing, it is essential to maintain an on-time schedule. You should arrive as close to your scheduled appointment "arrival time" as possible.
- **Checking In:** Enter our facility through the front entrance, sanitize your hands, and don a mask before walking down the hall and to the right to the Spine Center waiting area. Check in with one of our staff members at the desk prior to sitting down. If you have used e-check in on Patient Gateway, you will still to inform a staff member of your presence.
- **Symptom Screening:** You will be asked several questions over the phone about any COVID-19 symptoms you may be experiencing before proceeding to your appointment.
- **Staff Interaction:** Staff will maintain six feet of distance from you whenever possible. Providers will wear appropriate PPE, including a mask, throughout the entirety of your visit, including any physical exams or testing.
- **Checking Out:** Scheduling of follow-up appointments will take place in your exam room or procedural area, at the front desk, or by phone after your appointment is complete.

Please know that you can feel confident that your care will be of the same high quality and safety you've come to know and expect from Newton-Wellesley Hospital. For more information on the steps we are taking across our organization, please see our Safe Care Promise. **Thank you for your patience and understanding. As always, it is a pleasure and a privilege to care for you.**

If your primary care doctor is not in the Mass General Brigham system, please provide a list of your medications in the space below or bring your own list.

Medication Name	Dose	Frequency (times per day)

CROSS-REFERENCE: N/A

APPROVAL BY: Medical Co-Director, The Spine Center; Director of Ambulatory Services

CANCELLATION: N/A

KEY SEARCH WORDS: cancellation policy, appointments, late, no show, wait list, cancellation, spine, spine center

ATTACHMENTS: N/A

Acknowledgement of Receipt of Spine Center Cancellation, Late and No Show Policy:

The goal of the staff at the Spine Center is to accommodate patient requests for an appointment to see their provider in a timely manner. This can be a challenge when appointments are missed or canceled at the last minute. The staff keeps a list of patients waiting for an appointment. In order to effectively use this list, the clinic needs 24 hours to contact patients and offer them a more convenient appointment time.

In an effort to improve this process, the Spine Center has developed a policy for patients to use as a guide when it is necessary to cancel or change an appointment. We do understand that there are extenuating circumstances and we will handle these on a case by case basis. Please review the policy and acknowledge below that you have received a copy.

I have received and reviewed a copy of the Spine Center Policy.

Signature: _____ **Date:** _____