

**Integrated Pain Specialists of Southern California, Inc.**

**Kevin S. Smith, M.D. / Nicole Wright, PA-C / Steven Lebowitz, PA-C**

Main Office: 7910 Frost Street, Suite 280, San Diego, CA 92123

East County Office: 5525 Grossmont Center Drive, Suite 609, La Mesa, CA 91942

Phone: (619) 398-2988 Fax 1: (619) 398-2987 Fax 2: (858) 300-1156

**Integrated Pain Specialists** is committed to meeting your pain management health care needs. The following information will allow us to serve you better.

**INTEGRATED PAIN SPECIALISTS - OFFICE LOCATIONS**

**Kearny Mesa/Serra Mesa:**

7910 Frost Street, Suite 280

San Diego, California 92123

*(Our building is located on the North-West corner of Frost Street & Health Center Drive, across from Sharp Memorial Hospital.)*

**Office Hours:** 8:00 a.m. – 5:00 p.m.  
Monday – Friday

**Phone Number:** (619) 398-2988

**Fax Number:** (619) 398-2987

**Alternate Fax:** (858) 300-1156

**La Mesa/Grossmont :**

5525 Grossmont Center Drive, Suite 609

La Mesa, California 91942

*(Our building is located between La Mesa Blvd & Havenhill Rd, just next to Sharp Grossmont Hospital.)*

**Office Hours:** Please call our office for details  
for the days/times we are open.

**Phone Number:** (619) 398-2988

**Fax Number:** (619) 398-2987

**Alternate Fax:** (858) 300-1156

- **Calls to the office:** If you have any questions or concerns, please feel free to contact our office. Someone will return your call as soon as possible, usually within 24 hours. Many times we return calls at the end of the day. If the matter is an emergency and cannot wait until the end of the day for a response, please let us know when you call.
- **Referrals (Insurance):** Many insurance carriers require a referral from your primary care provider (PCP) before you can see a specialist, such as a pain specialist. If a referral is not in place before your visit, your insurance can refuse to pay for the visit and you would be responsible for the bill. Therefore, we ask that you **always** check with your PCP, to be sure you have a current referral in place before calling to schedule an appointment. Please bring your insurance card to each visit and let us know as soon as possible if you change insurance companies.
- **Cancellation of appointments:** We understand that circumstances can occur that make it necessary for you to cancel or reschedule an appointment. Please contact us at least 24 hours ahead of time, if you need to cancel or reschedule your appointment. We often have people we can move up in the schedule if we know there will be an opening. Due to the nature of our service, we occasionally have to reschedule appointments when the Physician is called away to an emergency situation. We regret this inconvenience and will make every effort to notify and reschedule your appointment as soon as possible.
- **Your films (x-rays, MRI's CT scans, etc.):** It is **absolutely necessary** that the reports of any imaging studies (*and films, if any*) be available for the Physician to review at your **first** office visit. We need to be able to compare your symptoms, your exam, and your test results, to make an accurate diagnosis and treatment plan.

The physician will not see you if your radiology report(s) are not available. You may need to re-schedule and bring the radiology report(s) on a subsequent visit.

- **Test results:** We will try to call with your test results as soon as they are available and reviewed by the Physician. However, because tests are performed at many locations throughout the region, there can be a delay in the results getting back to us. If we have not called with your test results within a week of completion of your test, please call us and we will locate the results and call you as soon as possible.
- **Prescription refills:** If you need a refill of a medication we prescribed for you, please contact your pharmacy and they will contact us. Allow at least 5 days for refills to be processed. We will only process refills during business hours and we do not process medication refills on Fridays.
- **Narcotic Medications:** All requests for prescriptions or refills of narcotic medications (including prescription pain medications, sleeping medications, tranquilizers, etc.) **MUST** be completed during office hours. For your safety, your chart must be available for review before a narcotic medication can be prescribed or refilled. We will NOT refill or call in any narcotic prescriptions after hours or on weekends. We will not process refills on Fridays. Again, please allow at least 5 days to process the request.
- **Billing:** We are happy to bill your insurance for services rendered. Should you have changes in your health coverage, please notify us immediately so that accurate billing can occur. If our office is not notified of any insurance changes, then it is likely that the insurance claims we submit are going to be denied. As a result of this happening, you will be held responsible to pay for any charges that may have accrued.
- **Disability:** We do not complete disability/comprehensive return to work forms. You will need to contact your Primary Care Physician for this. Additionally, we do not do disability ratings nor do we manage patients for long-term disability.

Thank you for allowing our providers to assist with your health care needs. We hope your experience with our practice is a positive one and results in the best possible outcome. We look forward to seeing you soon.

Sincerely,  
Integrated Pain Specialists Team

#### **Disclaimer**

Please be advised that completing preliminary health and insurance questionnaires does not establish a physician-patient relationship with this practice. Dr. Smith will review your health history and conduct an initial evaluation to determine whether you are a suitable candidate and whether the practice will accept you as a patient.