



PHOENIX  
HEADACHE  
INSTITUTE

*Rise to Freedom*

## New Patient Agreement

Hello and welcome to Phoenix Headache Institute (PHI)! Our mission is simple... **“We are here to significantly improve the quality of our patients’ lives by making accurate headache diagnoses and then implementing safe, well-tolerated and effective treatments”.**

Your success will not only depend on the PHI Team, but perhaps more importantly, **YOU!** Headache medicine is not a “one-way” street with your health care provider (HCP) doing all the work. To the contrary, success in headache medicine depends upon both parties (patient and provider) giving it their all. It is often a difficult journey towards effective headache management, but we are here to provide compassionate care, guidance, education and motivation as you move in the direction of your goals. We can only “coach” you along the way however. You must be willing to give 100% effort.

The other components of successful headache management depend on **open, honest and effective communication, ongoing education** and a **mutual understanding and respect of expectations**. This “New Patient Agreement” is a first attempt to foster effective communications and to establish clear expectations.

When expectations significantly differ, the patient-provider relationship is strained and often conflict ensues. Such strife often results in the loss of substantial time and effort, and stalls therapeutic momentum.

Please read over this *entire* New Patient Agreement very carefully. **You will be held accountable to the items (our expectations) it contains.** We are happy to further explain, clarify and/or expand upon any of its contents. **To be seen as a new patient and to maintain care at PHI you must agree in writing to this document.**

# PHOENIX HEADACHE INSTITUTE

## Scope of Medical Practice / Services to be Rendered:

- The Phoenix Headache Institute (PHI) is a subsidiary of Foothills Neurology. Although the Health Care Providers (HCP) at Foothills Neurology can address *all* your neurological care, **the scope of practice at PHI is exclusively limited to headache medicine.** Obviously, evaluating your entire medical history is crucial to diagnosing and managing your headaches successfully, but **general neurological complaints (e.g., seizures, weakness, numbness, vertigo [dizziness], etc. will need to be addressed by the team at Foothills Neurology.**
- **It is imperative that you have a primary care provider (PCP) as part of an effective medical team.** Your PCP will serve to address general medical issues (e.g., hypertension, thyroid dysfunction, weight management, etc.) and (at times) implement recommendations made by the PHI Team.
- **The management of psychiatric conditions (e.g., anxiety and depression) fall outside of the scope of medical practice at PHI.** The diagnosis and management of psychiatric conditions is best accomplished by working with a psychiatrist, psychologist and/or counselor. **Poorly controlled psychiatric conditions are often a barrier to successful headache management.**
- **Only therapies (medications, procedures, etc.) directly related to your headache care will be provided at PHI.**
- **Some patients will only be offered consultative services (as compared to ongoing medical management).** This is described in more detail below.

## Consultative Services vs. Medical Management:

- It is a common practice in medical subspecialties to implement “consultation-only” services; this is at times the case at PHI and is at the sole discretion of the HCP at PHI. What this means is that your HCP at PHI may limit their involvement in your medical care to providing *recommendations only; not actually managing your care.* In this scenario, the referring and/or primary care provider will be the one who actually *implements* the recommendations made by the PHI Team.
- Because the demand to see patients at PHI by far outweighs our capacity to see these patients, not all patient will be offered follow-up care. That is to say, some patients will only be seen in the context of a “one-time consultation” basis (as described above). Who will be seen on a one-time consultation basis will be determined solely by the HCP at PHI.
- Our goal is to keep all your HCP’s up to date on your headache management. To accomplish this, **it is the responsibility of the patient to provide us with the full name, address, phone number and fax number of all their medical providers that they wish for us to communicate.**

## Pediatric and Adolescent Care:

- **Children under the age of 6 years will NOT be seen at PHI.** Because of their very young age we recommend that they be seen by a *pediatric* neurologist. PHI can make recommendations regarding pediatric neurologists available in your community.
- **ALL patients under the age of 18 must be accompanied by a legal guardian at the time of every office visit and procedure.**

## Language Requirements and Translator Services:

- The PHI HCP’s are “English-speaking” only; they cannot effectively communicate in any other language.
- **All Non-English-speaking patients must bring an adequate translator with them to every appointment.** Communication is crucial to successful medical care, but **PHI does NOT offer medical translators.**
- **If you require a translator but did not bring one with you, your appointment will be cancelled.**

# PHOENIX HEADACHE INSTITUTE

## Deaf and Hearing-Impaired Patients:

- **For our deaf or hearing-impaired patients, every effort will be made to have a American Sign Language (ASL) Service available for effective communication.** It is important that ASL services be **available for every appointment (new, follow-up visits and all procedures).**
- Patients may elect to bring their own sign-language translators (often family members or friends, for example). This is certainly acceptable. **It is crucial, however, that any translator(s) is/are skilled enough to communicate detailed medical information effectively.**
- **PHI asks that our deaf or hearing-impaired patients let us know in advance if they will be providing their own sign-language translator or they would like for us to arrange for these services ahead of time.**

## Late and “No-Show” Policy:

- It is critical for all patients to arrive on time for their appointments. There is no getting around it, good health care takes time! This is also crucial for your HCP at PHI to run on time as a courtesy to all of our patients. **New patients are asked to arrive 30 minutes prior to their scheduled appointment time.** Returning patients (follow-up or procedure visits) should arrive **15 minutes prior to their scheduled appointment time. Regardless of reason, if you are late you will NOT be seen.**
- **You will be considered a “No Show” if you fail to show to a scheduled appointment without cancelling it by noon one business day in advance, or (B) you are significantly late to an appointment and as a result cannot be seen.**
- **If you are a “No Show,” you will be charged a No-Show Fee (NSF) without acceptance. The NSF for missed “new patient consultations” and procedures (Botox® injections, occipital nerve blocks, trigger point injections, etc.) is \$100. The NSF for routine follow-up visits is \$50.**
- **NSF’s for any missed appointment must be paid prior to any additional appointments (of any type) will be allowed to be scheduled.**
- **If you are late or miss your initial new patient consultation, you will be rescheduled at the end of our current waiting list (approximately 3 months wait). If you are late or miss a second time, you will NOT be granted another new patient consultation in our practice.**
- **If you miss (or are significantly late for) 3 or more appointments (new, follow up or procedure), you will be discharged from the practice.**

## Disclosures Regarding Business and Industry-Related Activities:

- **PHI permits their HCP to engage in “outside activities” as related to employment with pharmaceutical and research companies (typically those companies who have products within the field of headache medicine). Likewise, PHI allows their HCP to engage in outside business ventures (either directly or indirectly related to the field of headache medicine).** Patients have the right to know about these outside activities and can inquire at any time during their care at PHI. Likewise, per the “Sunshine Act”, patients have up to date online access to a HCP’s relationship with industry.
- **Within the last year, Dr. Eross has worked as a consultant for the following companies: Amgen/Novartis (maker of Aimovig), Supernus (maker of Trokendi®) and Valeant (maker of Migranal®).**
- **Within the last year, Dr. Eross has been on the speaker’s bureau (i.e., has been provided financial compensation for speaking on behalf of a company) for the following companies: Allergan (maker of Botox®), Amgen/Novartis (maker of Aimovig®), Avanir (maker of Onzetra®), Depomed (maker of Cambia®), Supernus (maker of Trokendi®), Teva (maker of Ajovy®) and Valeant (maker of Migranal®).**
- **Dr. Eross is the founder and current president of Glia Sciences, the exclusive maker of the product Gliacin®. Gliacin® is used for the prevention of a multitude of headache related disorders. Dr. Eross has direct financial benefit when Gliacin® is sold. Gliacin® may be recommended during your medical care at PHI, but it is always the patients’ free-choice as to the use of Gliacin®. Alternative treatments will always be discussed. Glia Sciences also has an educational (Headache Freedom University™), research (Gliacin® related clinical trials and case studies) and clinical programs (HeadacheConsult.com™) currently in development.**

# PHOENIX HEADACHE INSTITUTE

- Prescribing habits of the HCP at PHI will *not* be influenced by these outside activities. **If a patient feels uncomfortable about their HCP at PHI having these outside activities, their headache-related care is best transferred to a non-PHI provider.** PHI can make recommendations for alternative care options and assist with this transition.

## Disability Status and Documentation:

- With a patient's dedicated assistance (i.e., strict compliance, engaged participation in care, thorough headache diaries/logs, frequent disability testing, etc.), the HCP at PHI can help document (within the patient's medical records) the patient's headache-related diagnosis, prognosis, risk factors affecting prognosis, and the nature and magnitude of headache-related disability. **At no time, however, will the HCP at PHI make statements or complete paperwork recommending either short-term or long-term disability based on the patient's headache condition.**
- The HCP at PHI certainly understand that headache related disorders can be severely debilitating affecting every aspect of an individual's life (e.g., family, social interactions, work/school, personal relationships, finances, etc.); that is not in question. Having acknowledged that, the role of your HCP at PHI is not to place individuals on disability, but rather, to minimize headache-related disability through accurate diagnoses and affective treatments. **If a patient feels they require either short-term or long-term disability this will need to be addressed with a non-PHI provider that does this as a focus of their medical practice (e.g., specialist in "occupational health" or a "disability analyst").**
- The HCP at PHI are best utilized offering services in the clinic, not a courtroom. In these regards, **your HCP at PHI will not willingly engage in legal cases (i.e., paperwork, "Attending Statements," discussions with lawyers, courtroom appearances, etc.).** Again, the HCP at PHI are here to minimize headache-related disability, not to argue legal cases on your behalf.

## FMLA Analysis and Paperwork:

- PHI supports the "Family and Medical Leave Act (FMLA)" of 1993. In these regards, **your PHI team will complete FMLA paperwork when justified.** There is a **\$50 fee to complete this paperwork** and patients will be required to provide the appropriate forms, name of employer, employer contact information (phone, fax, etc.). Likewise, this paperwork will only be completed for patients showing "good will" (compliant with therapies, dedication to ongoing care, providing accurate headache trackers, disability testing, etc.) in their own improvement. **The PHI team may require up to 10 business days to accurately complete your FMLA paperwork,** so don't delay in making your request.

## Discharge Policy:

- There are a multitude of reasons a patient may be discharged from PHI, most of which are outlined extensively in other sections of this document. Other reasons for potential discharge include, but are not limited to: non-compliance, failure to maintain accurate headache trackers and disability testing, outstanding balance / failure to pay on account, "no-shows / late arrivals" activity, failure to establish an effective patient-provider relationship, differing diagnostic/treatment philosophies, disrespecting a PHI Team member, creating conflict, etc. **Formal discharge from PHI is at the sole discretion of the HCP at PHI.**
- If you are discharged from PHI, you will be given enough of your active **headache-related medications for 30 days.** Likewise, your HCP at PHI will be **available for headache-related emergencies for 30 days.**
- If you are discharged from PHI, you will have access to a list of other headache-medicine specialists practicing in Arizona. This list is always available to you should you wish to consider transferring care to another provider at any time.

# PHOENIX HEADACHE INSTITUTE

## FDA Drug Status:

- Please note that a considerable number of the therapies (considered “standard of care”) implemented by headache medicine specialists are not FDA-approved for the acute or preventative management of headache; such is the case at PHI. That is to say, the drug is FDA-approved for another indication, but is being used “off-label” for headache management. For example, amitriptyline (brand name Elavil®) is FDA approved for depression but commonly used for migraine prevention. **If some reason you only want to use drugs strictly FDA approved for headache, you must notify the PHI team.** Otherwise, your HCP at PHI may very well recommend/implement an “off-label” medication to treat your headache condition.

## Alcohol and Substance Abuse Notification:

- Alcohol and illicit drug use/abuse can significantly alter a patient’s ability to improve from a headache standpoint. **Patients must understand that their success may be significantly limited if they continue to use illicit drugs and/or alcohol.**
- **Because the interactions between alcohol / illicit street drugs with certain headache medications can be catastrophic (even potentially fatal), it is imperative that patients be forthcoming with substance use/abuse.**

## Prescription Policy:

- Your HCP at PHI **may not continue the medications (type, dose and/or quantities) prescribed by your referring medical provider.** They are under no obligation to do so.
- Your HCP at PHI will **only provide medications pertinent to your headache-related care.**
- Your HCP at PHI will **not prescribe new classes of medications over the phone or via the patient portal.** Rather, patients must appreciate the importance of directly discussing (side effects, benefits, dosing, risks, etc.) any new medication (class) in person with their HCP at PHI.
- Your HCP at PHI will **not provide new medications and/or refills of existing prescriptions after hours, on weekends or on holidays.** It is the patient’s responsibility to make certain that all medication requests are made during typical office hours (8 AM – 5 PM, Monday through Friday).
- **Patients must be seen at least every 6 months (typically more often however) in person to maintain an active prescription for their medications. This requirement is with patient safety in mind.**
- It is the patient’s responsibility to make certain they have an ample supply of their headache-related medications at all times. This includes backup options should they experience a refractory headache.
- Standard **refill requests may take up to 72 hours to complete**, longer depending on when requested (e.g. late on a Friday, right before a holiday, etc.).
- A significant number of headache-related medications may require a prior authorization process. Such medications may take days to weeks to obtain.
- The act of “multi-sourcing” (getting multiple prescriptions from different medical providers [often without the knowledge of other prescribers] so as to obtain quantities higher than to which were agreed) headache-related medications is not permitted. The patient must inform their HCP at PHI of all their headache-related prescriptions. **The act of “multi-sourcing” is deceptive, potentially dangerous and grounds for discharge from PHI.**

## After-Hours Policy:

- **Routine medical advice will not be given after typical PHI office hours.** Routine medical questions and/or concerns need to be addressed with the PHI Team M-F, 8 am to 5 pm. The patient portal can be used after hours to address routine medical concerns. **A response to routine medical questions, however, may take up to 2 business days via the portal. The patient portal should not be used to address emergent/urgent medical issues.**
- As indicated above, **new or refill medication requests will not be granted after hours (5 pm to 8 am) or on holidays or weekends. This includes medications to break an intractable headache.**

# PHOENIX HEADACHE INSTITUTE

- **If you are experiencing new concerning symptoms, intractable headache, headache of sudden onset or significant side effects to a medication after hours, you should directly proceed to the nearest emergency department or dial 911.**

## Narcotic Policy:

- **The HCP at PHI do not prescribe narcotic medications under any circumstances.** This policy is consistent with the recommendations of the International Headache Society, American Headache Society and the American Academy of Neurology.
- **Narcotic medications have been linked to a very high risk of medication overuse headache (MOH).** MOH is one of the most common reasons for worsening headaches and/or headaches refractory to treatment.
- **The patient must understand that their headaches may not improve if they use narcotic medications.** The HCP at PHI will most likely recommend reducing (if not eliminating) any use of narcotics. This applies even if the narcotics are being used to control pain other than headache.

## Barbiturate and Benzodiazepine Policy:

- **The HCP at PHI do not prescribe benzodiazepines (e.g. Valium®, Ativan®, Xanax®, Klonopin®, etc.) under any circumstances.** This policy is consistent with the recommendations of the International Headache Society, American Headache Society and the American Academy of Neurology.
- **Various abortive headache medications (Fioricet®, Fiorinal®, Phrenilin®, etc.) containing the barbiturate butalbital are associated with a high risk of MOH.** Because of this risk, quantities will be limited to #15 per month.

## Pregnancy and Lactation Warning (for Women of Childbearing Potential):

- **The medications (including “natural” and “over-the-counter” therapies) commonly used to treat headache patients should not be used during pregnancy and/or while breastfeeding.** These medications can be extremely harmful to a fetus/unborn child and a breastfeeding infant.
- **It is the patient’s responsibility not to take these medications if they are pregnant, may be pregnant, attempting to become pregnant, not practicing reliable birth control or breastfeeding.**
- **It is the patient’s responsibility to keep their HCP at PHI aware of their pregnancy, pregnancy potential and breastfeeding status at all times.**
- **Various headache-related medications can interfere with the efficacy of the oral contraceptive tablet (“The Pill”); that is, stop them from working to prevent pregnancy.** A common example of which is topiramate (Topamax®, Trokendi® or Qudexy®) at doses above 200 mg per day..

## Importance of Headache Detail Documentation:

- **It is the patient’s responsibility to always keep an accurate headache tracker and bring it to all their appointments.** The patient should track at a minimum the following information: headache days per month, severity of their headache (mild, moderate or severe), associated headache symptoms, missed work or school days secondary to headache, urgent care/ER visits, etc. Headache trackers with a detailed tutorial (regarding proper use) are available at PHI at all times.
- **It is the patient’s responsibility to complete a Headache Impairment Questionnaire (“Headache IQ”) (one page [two-sided] questionnaire documenting a MIDAS, HIT-6 and MSQ scores for every office visit (new, follow-up or procedure).** It will take about 10 minutes to complete. **The PHI Team strongly suggests you take the Headache IQ home with you after every appointment and complete it just prior to returning for your next visit.**

# PHOENIX HEADACHE INSTITUTE

## Medical Model and Implementation of Non-Physician Medical Providers:

- **The medical model at PHI is one that implements non-physician medical providers.** These non-physician medical providers include both highly trained **nurse practitioners (NP's)** and **physician assistants (PA's)**. These NP's and PA's have specific training in headache medicine.
- **In time all patients at PHI will transition their care to one of our highly trained non-physician providers, under the supervision of a PHI physician (D.O. or M.D.).** This allows our physicians to help more individuals like yourself who are suffering from debilitating headaches.

## Audio and Video Recordings:

- **Patients are not permitted to record (audio and/or video) all or portions of their medical visits** without the verbal consent of their HCP at PHI.
- **Patient are not permitted to video any of their medical procedures. The patient agrees not to record (in full or in part) any such procedures.**

## Center for Medical Education:

- PHI is a center for medical education. In these regards, **expect your HCP at PHI to be accompanied by an individual (or group) in training including medical students, residents, fellows, other practicing physicians, etc.**
- **These individuals in training (under the close supervision of my medical provider at PHI) may assist with history taking, medical examination, documentation, patient education, etc.**
- **Trainees may be given the opportunity to perform various medical procedures (Botox® injections, occipital nerve blocks, etc.).** The patient will be asked at the time of every procedure if it is acceptable for the trainee to perform the procedure (under the close supervision of the HCP at PHI). If you do *not* feel comfortable with the trainee performing the procedure, it is your right to decline and have your HCP at PHI perform the procedure instead.
- Trainees at PHI will have access to medical records so that they can effectively participate in patient's medical care.
- **Patients who do not wish to be seen by those in training, can elect not to do so and this will be documented in their medical chart for reference.**

## Contact Information:

- **Unless otherwise specified, the patient grants PHI permission to use their personal contact information (including, but not limited to, cell phone number [e.g., texts]) to make them aware of headache-related clinical updates, educational programs and research opportunities. Likewise, such information may potentially be used to offer patients a format to provide formal feedback regarding their experience at PHI.** PHI will not sell personal information to a third party.

## Fragrance-Free and Quiet Environment:

- PHI makes every effort to maintain a clinic environment that's "friendly" for those suffering from headaches. This includes a low-lighting, scent-free, quiet and calm atmosphere. **Patients are asked to avoid wearing strong odors (perfumes/colognes, body lotions, hair sprays/gels, etc.) when seen in our clinic. As a courtesy to other patients, we also ask that you place your phone on "silent" mode and refrain from talking on your cell phone while at PHI. Likewise, please bring headphones if you or those accompanying you wish to listen to any electronic audio (phones, computers, ipods, etc.).**

# PHOENIX HEADACHE INSTITUTE

I have read and understand the above policies as outlined by PHI. I have been given the opportunity to ask questions regarding these policies and all questions have been answered to my complete satisfaction. I agree to abide by these policies as a prerequisite to be seen as a new patient at PHI. Likewise, I agree to abide by these policies for as long as I remain a patient at PHI. Finally, I understand that if I fail to abide by these rules and regulations, I will be discharged from PHI.

\_\_\_\_\_/\_\_\_\_\_  
Name (Print First and Last) / Signature

\_\_\_\_\_  
Date