

New Patient Process Checklist

This checklist helps explain how our new patient process works and what to expect.

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Step 1 — Referral

- Ask your treating provider to submit a referral for pain management

The referral must include:

- Diagnosis (including site, side of the body, and/or severity when possible) (
- Reason for referral

Once we receive the referral, our New Patient Coordinator will contact you within three business days. You do not need to gather records before this call.

Step 2 — Screening Call

During the screening call, we will:

- Review your medical history at a high level
- Explain how our structured care model works
- Discuss possible next steps

This conversation helps determine whether moving forward is appropriate before requesting records.

Step 3 — Documentation (If Moving Forward)

If the screening suggests our clinic may be a good fit, we will request:

- Three recent primary care visit notes
- CT and/or MRI related to your chronic condition
- Relevant specialist notes (if applicable)
- Previous pain management visit notes

Many patients request these records directly from their providers. If needed, our new patient coordinator can guide you through this process. Providing documentation promptly helps avoid delays in review.

Step 4 — Clinical Review

After required documentation is received:

- The care team conducts a structured review
- You and your referring provider are informed of the decision

Not all referrals are accepted. Decisions are based on safety, stability, and whether our care model is a good fit.

Step 5 — Pre-Treatment Visit (If Accepted for Further Evaluation)

If the review supports moving forward:

- Complete intake paperwork
- Attend a structured visit with a nurse

This visit includes:

- Review of your medical history and records
- Discussion of care expectations
- Opportunity to ask questions

This visit does not involve prescribing and does not guarantee ongoing acceptance.

Our Goal

This structured process helps:

- Protect patient safety
- Sets clear expectations
- Supports long-term stability

We appreciate your patience as documentation is gathered and reviewed.