

## Office Communication Policy

Thank you for choosing the Hartford HealthCare Headache Center. We are committed to providing you with the finest personalized and professional care. We take your time very seriously and are committed to serving you with the highest levels of respect and integrity. We need your help to provide the highest quality of care possible. Please read through this document to learn more about our office communication policies.



**(860) 696-2925**

Monday – Friday

8:30AM – 12PM and 1PM – 4:30PM

Please leave us a message if we do not answer live. We will respond to your message within 48 business hours for matters that are not medically urgent.



[HeadacheCenter@hhchealth.org](mailto:HeadacheCenter@hhchealth.org)

Please allow 48 business hours for a response to your email. For medication concerns and other clinical matters, please call us.



1260 Silas Deane Highway,  
Suite 101  
Wethersfield, CT 06109

**⚠ Please allow up to 48 business hours for a response to your question. Please call 911 for urgent or emergent matters.**

### TELEPHONE MESSAGES

When leaving a telephone message, please allow 48 business hours for a return call from one of our office staff. Please remember that the specialists and nurses at the Hartford HealthCare Headache Center are not able to refill medications, dispense medical advice, or make changes to any treatment plans over the telephone if you have not been recently seen (within the past 4 months). If your needs must be addressed sooner, please schedule an office visit any time during office hours with your specialist. In an urgent or emergency medical situation, please call 911.

### FORMS AND LETTERS

It is not within the normal scope of a visit to the Headache Center for our specialists to complete administrative forms or other narrative reports for long term disability legal matters, or any other matters. The Headache Center can assist with FMLA Certification forms but we require up to 30 business days to complete these forms. Please note that the Headache Center providers will be unable to fill out the following types of forms, but this list is not all-inclusive:

- Disability forms (short -term and long-term)
- Fitness for work, fitness for duty, fitness for athletics
- Forms requesting physical capacity examinations – we do not perform physical capacity exams
- DMV forms for functional driving ability
- Legal forms requesting written opinions of disability or work status

## REFILLS AND PRESCRIPTIONS

- Medication refills are best addressed at the time of your visit with your headache specialist. Please bring an updated medication list with you every office visit.
- If you need to call for refills, please do not wait until you have run out. Most refills require the provider's approval, and if your provider is out of the office, it may be up to five business days until it can be authorized.
- Don't go to the pharmacy to wait for your prescription to be called in – please call first to assure the prescription is ready.

### **Please allow up to 5 business days for all prescription refill requests**

We ask that you pay careful attention to your medications so that you can contact us with plenty of time left on your prescription. In many situations, we will write a prescription for an appropriate amount of medication considering your next appointment with the Headache Center. Please be aware, we need 5 business days to coordinate with your pharmacy and respond to phone and fax requests regarding your refill. As is customary with industry standards, multiple refills will not be granted for patients seen on an urgent basis. Please do not lose your prescription, or we may require you to come in for an office visit to receive your new copy of the prescription.

### **If you have not visited our office in the past 4 months, we will not be able to refill your medication without an in-person visit to our office.**

## IMAGING, LABS, AND OTHER STUDY RESULTS

In order to minimize the miscommunication of study results, details will be addressed with patients during the time of the office visit. Specific details of imaging, lab and other study results will not be discussed over the phone. In the event of an abnormal result, we ask our patients to come in for an office visit for interpretation of results, further evaluation, and to discuss the abnormal findings and treatment plan with the headache specialist. You will receive a call from our office with instructions on when you should return. If you have questions or concerns about normal study results, we invite you to come in for an office visit and have a specialist interpret the results and discuss any of your remaining questions and concerns. There will be a charge for these visits.

## REFERRALS AND PRIOR AUTHORIZATIONS

Please allow the following time for our office to process referrals:

- 30 business days for the processing of referrals for botulinum toxin procedures
- 15 business days for the processing of nerve block injections and trigger point injections
- 15 business days for the processing of imaging referrals and authorizations
- 15 business days for the processing of outpatient surgical procedures and infusion services