

Christina Kwasnica, MD
Matthias Linke, DO
David Jung, MD
Joseph Ostler, MD, PhD



VPMR Patient Policies

Here at Valley Physical Medicine & Rehabilitation, P.C. (VPMR), we are committed to maintaining both a positive and productive environment, so that we may provide our best care. Below you will find a summary of some of the most relevant policies for you to be aware of for your appointment. By receiving care from our providers, you agree to abide by our policies. If you have any questions or would like to know our other policies and procedures, please reach out to our office manager, Lois (602-406-4578).

Referral for Physiatric Care

As a specialty practice, we cannot deliver care to patients without a referral from another referring provider. Therefore, it is VPMR's policy that all of its patients have an established primary care physician who endorses this patient's care as the referring provider. These referrals may be faxed to our office, **(602) 406-6302**.

Please Note: If you are enrolled in a managed care plan (HMO, AHCCCS, Medicare Advantage, etc.), this referral is required for your insurance to cover any claims. Your insurance company ultimately holds you responsible to obtaining this referral. If no referral is on file, your insurance company will hold you responsible for paying the balance of any unpaid claims.

Financial/Insurance

It is VPMR's policy to (1) keep a scan of all effective insurance cards on file (primary, secondary, tertiary, etc.) and (2) to collect all payments/copayments at the time of service. By maintaining your insurance information, we can bill your insurance policy properly, so that your out-of-pocket costs are minimized.

Any remaining balance after submitting the insurance claim(s) will be the responsibility of the patient or their guarantor. These payments may be satisfied by cash, personal checks, or any of the major credit cards. Please know that there will be a service charge for any returned/bounced checks. If a payment plan is necessary to resolve outstanding balances, we are willing to make this accommodation at our discretion.

For any outstanding balance of 90 days or more, payment arrangements must be made before we will schedule future appointments. If it becomes necessary to forward your account to a collection agency, you will be held responsible for the cost of collections in addition to the amount owed.

External Prescription History

It is VPMR's policy that the medical providers and staff are authorized to access its patient's external prescription history. This enables our team to follow federal, state, and local regulations for matters surrounding a patient's medication list, dispensed dates, dosing, and delivery of care. By receiving care, you will not have the option to deny consent to this information.

While we will be able to access this database, you are still expected to bring an up-to-date list of your medications. This is the most accurate way for us to know which medications you are taking (including over the counter, vitamins, etc.) including the strength and frequency.

222 W. Thomas Rd. Ste. 114
Phoenix, AZ. 85013
Phone 602-406-6304
Fax 602-406-6302

Suzanne Kelley, NP
Kenneth Vickroy, NP

Christina Kwasnica, M.D.
Matthias Linke, D.O.
David Jung, M.D.
Joseph Ostler, M.D., Ph.D.



Guardian(s) and Medical Power of Attorney(ies)

It is VPMR's policy to keep a copy of any documentation that establishes someone as a guardian of or medical power of attorney (POA) for a patient. If you are a guardian or POA who will be involved in a VPMR patient's care and medical decisions, you are responsible for providing proof papers that establish this relationship at the first visit. Otherwise, HIPAA and Privacy Laws prevent us from discussing the patient's medical care and treatment with you.

If there are any changes to someone's guardianship/POA status, this must be reported to our office immediately. If you are not authorized, do not ask for a patient's medical information or attempt to direct the patient's care.

Appointment Schedule

It is VPMR's policy to respect the time of both our patients and our employees. One late patient can offset a provider from seeing the rest of their patients on time. That is why we ask all patients to arrive for their appointment 15 minutes early. Our providers will see you as soon as they can when you come early, while arriving late may force us to reschedule your appointment.

Missed appointments/late cancellations are lost opportunities for our providers to care for you and other patients in need. In order to accommodate appropriately, cancellations must be received at least 24-hours before your appointment. Missing a scheduled appointment may subject you to a no-show charge. Excessive abuse of missed appointments may result in discharge from the practice.

Healthy Environment, Healthy Patients

It is VPMR's policy to deliver the best care possible to our patients. Our providers and staff are on your team, striving to help you achieve your health goals. We know that managing a health condition can be a difficult and sometimes frustrating process. We are committed to helping you navigate these challenges to act on our mission to enhance your quality of life. However, to do that, we must maintain a safe and professional clinical environment.

While we understand that frustration is natural, we will not tolerate inappropriate displays of frustration towards VPMR employees, or among other patients seeking care. This creates an uncomfortable and counterproductive atmosphere for all those involved. While we do have de-escalation protocols, it will be at the discretion of the VPMR providers and staff whether we involve public authorities. Regular disruptions could result in discharge from the practice and/or legal prosecution.

We hope that these policies are clear and understandable. If you have questions or need clarification, please reach out to our office manager, Lois **(602-406-4578)**. While this is not a complete list, by seeing our providers you agree to all of our policies and procedures. If you would like to know these policies or would like a copy of any, all you need to do is ask. We look forward to serving you!

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