About Our Physician:

Dr. David A. Provenzano, a former pain fellow at Dartmouth-Hitchcock Medical Center, serves as the Institute for Pain Diagnostic and Care’s Executive Director. As a Magna Cum Laude and Phi Beta Kappa graduate of Colgate University, he worked in his spare time as a research assistant at The Musculoskeletal Research Center at the University of Pittsburgh. Dr. Provenzano is a teacher, author, lecturer, researcher and recognized pain expert regionally and nationally. He is an adjunct assistant professor and clinical instructor at Duquesne University, President of the Board of Directors for the American Chronic Pain Association, an Anesthesiologist at Ohio Valley General Hospital, and speaker at pain forums nationwide where doctors and pain experts come to hear the latest in pain techniques. Board certified in anesthesiology and pain medicine, his research and clinical expertise combine to provide accurate diagnosis and safe, effective treatment options for you.

Locations:

Our west site is located in Kennedy Township at the KenMawr Plaza Shopping Center on Pine Hollow Road in the Shop N’ Save complex. Our north site is located in Ohio Township at Mt. Nebo Commons on Mt. Nebo Pointe Drive, below the Target shopping complex.

Telephone Hours:

The phone answers from 8:00 am to 3:30 pm, Monday through Friday. Any calls received after 3:30 pm will be returned the next business day.

Office Policies

Insurance:

1. Our office participates with most health insurance plans.
2. Please note: It is the responsibility of the patient to contact your insurance carrier prior to your visit with the physician and to any testing or procedures. If your insurance requires pre-certification or pre-authorization before being seen or prior to a procedure, you are responsible to let us know this to insure that appropriate pre-approvals are obtained. If such certifications or approvals are not obtained, you will be responsible for the bill.
3. Copies of your insurance card will be made on your initial visit and confirmed with each subsequent visit. If there is a change in your insurance coverage, you are responsible for letting us know and providing necessary information so that we can bill appropriately bill your insurance company.
4. Your visit to the Institute for Pain Diagnostics and Care, as well as any procedures performed at the Hospital, will be billed by Ohio Valley General Hospital’s Business Office. If you have any questions about your bill, please call the Business Office at 412-777-6130.

5. The physician is an independent contractor and will bill your insurance company for the professional service provided separately. If you have any questions regarding the physician’s bill, please call his billing company at 1-800-229-7023.

6. After the Hospital and the physician have been reimbursed by your insurance company, if a co-insurance or deductible is still owed, you will be billed for this amount.

Co-Pays:
1. Effective Monday, March 19, 2007, as with any other physician visit, co-pays will be collected prior to the time of service.
2. The amount of your co-pay is based upon your individual insurance plan.
3. Payment methods include cash, check, MasterCard or Visa.

Missed or Cancelled Appointments:
1. As a courtesy to our other patients, if you are unable to keep an appointment, please cancel at least 24 hours in advance. This gives another patient an opportunity to be scheduled.
2. While we understand that unexpected matters sometimes arise, it is a serious matter to become a “no show” or late for your appointment. This not only greatly impacts your plan of care, but also negatively impacts the flow of patients in the Institute. For this reason, effective March 19, 2007, a $25.00 “no-show” charge will be billed to you, for failure to show for an appointment and for failure to cancel an appointment 24 hours in advance. After September 1, 2008, this fee has been increased to $50.00.
3. So that patient wait times are minimal, we ask that all patients arrive timely for their appointments. We request that:
   • New patients arrive at least 30 minutes prior to their scheduled appointment time.
   • Follow-up patients arrive at least 15 minutes prior to their scheduled appointment time.
This helps to assure that all necessary paperwork is completed and that the nurse’s interview with you can be completed prior to the physician’s scheduled time with you. If you are late for your scheduled time, we reserve the right to cancel your appointment and reschedule you for a later date and time.
4. Failure to show for your scheduled appointment two consecutive times will result in you being discharged from the practice.
5. Exceptions to the above policy can be made only through our practice manager.

Returned Checks:
1. There is a charge of $25.00 for returned checks.

Procedures:
1. If you are scheduled for a procedure, you MUST have a driver present with you prior to the start of the procedure. This person must remain in the department during the procedure. Any procedures done under fluoroscopy or ultrasound will be performed at the Institute for Pain Diagnostics and Care, the same place where your regular office visits are performed, unless otherwise instructed.
2. You must arrive at least 20 minutes prior to the start of your procedure. Some procedures, particularly those needing IV sedation, require that the patient arrive at least one hour prior to their procedure time. In some cases, you will need to come earlier for laboratory testing if you are on blood thinners. We will individually discuss the arrival time with you for your particular situation.
**Medication Renewals:**
1. Prescription refills will not occur without an office visit.
2. Patients, who sign opioid contracts with the Center, must abide by the contract guidelines in order to assure that your opioid orders are continued.

**Advanced Directive:**
1. If you have an Advanced Directive or a Living Will, please bring a copy for your chart, or we can copy it for you.
2. If you do not have an Advance Directive, we can provide a blank copy of one for you to complete.

**Medical Records:**
1. Medical records are confidential. We will not discuss your medical status with anyone without your authorization. You must sign a HIPAA compliant medical request form.
2. Records transferred to a physician are sent as a courtesy.
3. In accordance with PA State Law, there is a fee schedule for copying medical records to any party with the exception of the requesting physician. The fee will vary depending on the number of pages sent. Please call the Information Management Department (Medical Records) 412-777-6292 for the fee schedule.
4. Requests for medical records are handled on a scheduled basis and are processed in the order received.

**Emergencies:**
1. If you recently have had a procedure or have an implantable device, please call the Ohio Valley General Hospital at 412-777-6161, and request to have on-call personnel from the pain department paged for you.
2. For all other emergencies, please report to your nearest emergency department.
3. There will be no medication refills after hours.