



## *Welcome to the Pain Treatment and Research Center!*

Thank you for trusting us to be a partner in your health care. At UW Health we try our best to be sensitive to your needs and quickly and efficiently provide you with the best possible care.

**What We Do:** We work in close partnership with our patients to help improve their quality of life, physical function, comfort and independence. We may use exercise, physical therapy, medication, injections, psychological therapy, or a combination of these.

**Telephone Calls:** We receive very many phone calls from patients. As we develop your treatment plan, we will also help you identify when it is appropriate to call the clinic for additional help. Please refer to the brochure “Between Pain Center Visits: What to Expect and When to Call”.

Our nurses and physicians work in teams, and one nurse will be assigned to your care during your time in our program. This nurse will usually be the person who responds to your phone calls.

For concerns between clinic visits, please contact the clinic before 4:00 p.m. We try our best to return your calls the same day they are received. To respect your privacy, we will not leave personal medical information on an answering machine or voice mail, and we will not share medical information about any patient aged 18 or over without that patient’s permission.

**After Hours Care:** You should make most calls to the clinic during regular business hours. For life-threatening situations at any time, telephone 911. For urgent questions or concerns when the clinic is closed, please telephone (608) 262-2122 to reach our paging operators.

- For the Headache Clinic or Dr. Backonja, ask to speak to the neurology resident on call.
- For all other providers, ask to speak to the rehabilitation medicine resident on call.

**Prescriptions:** Our Center does not provide long-term medication maintenance services. We are a consulting service, and most patients will return to the care of their primary care provider within several months. For those medications we do prescribe, you can find full details in the brochure “Between Pain Center Visits: What to Expect and When to Call”.

**Test Results:** When we order tests, we will contact you within one week after the test date. Depending upon the provider and the type of test, we may contact you by telephone or by mailing you a letter.

**Future Appointments:** Please schedule your next clinic visit before leaving the clinic. If you need to be seen before your next scheduled appointment, contact our office, and our clinical staff will assess your needs and arrange for appropriate care.

- Please plan to arrive **20 minutes before your scheduled appointment time.** This gives us time to check you in before your provider arrives to see you.

- We make every attempt to stay on schedule. If you arrive late for your appointment, we may ask you to reschedule your appointment or give you the option to be seen at a later time.

**Attendance:** We can only treat you if you come to your appointments. If you need to cancel or reschedule your appointment, please let us know 24 hours or more in advance, so that we can use the time for other patients.

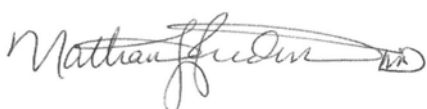
- If you miss 2 appointments (without providing 24 hours' notice) within 6 months, you may be discharged from the Pain Center. Please see our Attendance Policy. If you do not have a copy, please ask for one at the reception desk.

**Resources:**

- For more information about our program, including introductory videos and self-help materials, please visit our website at [www.uwhealth.org/pain](http://www.uwhealth.org/pain).
- For insurance-related questions, please contact your insurance provider.
- For questions about billing, please telephone Patient Business Services at (608) 829-5217.
- If your UW Health bills are causing financial hardship, telephone the Community Care Line at (608) 829-5213, or toll free (877) 565-0505.
- If you have concerns that have not been addressed, or if you are a patient who is in need of financial assistance with issues such as food, housing, and government programs, please telephone UW Health Patient Relations at (608) 821-4819, or toll free (800) 552-4255.

Thank you! We look forward to working with you.

Sincerely yours,



Nathan J. Rudin, M.D., M.A.  
Medical Director



Nel Lemmenes, RN, MS  
Clinic Manager

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