

Telephone Messages

If you need to contact us by phone, please call 263-9550. The phone will be answered by our message system. You will hear some brief instructions and a list of options. Please leave your message on the automated system because it is the fastest way to get your message to the right people

When you leave your message, please be sure to provide:

- Your full name
- Medical record number
(found on your brown card)
- Date of birth
- A number where we can call you back. If we do not need to call back, please say so.

Because of the high volume of phone calls, you may not receive a return call until the end of the day, or (occasionally) until the next day. Please keep this in mind. It is not helpful to call more than once with the same message. This could actually slow down the staff's response. If the matter is urgent, please let us know during your first call.



Between Pain Center Visits

What to Expect and When to Call

UWHealth
University of Wisconsin
Hospital and Clinics

Pain Treatment and Research Center
5249 East Terrace Drive, Lower Level
Madison, WI 53718-8339 USA
Phone: (608) 263-9550
Fax: (608) 263-0135

UWHealth
University of Wisconsin
Hospital and Clinics

uwhealth.org

Thank you for coming to the UW Pain Treatment and Research Center. We are pleased to help you and your doctor reduce your pain and improve your function. This handout explains ways to make the best use of the Pain Center and its resources, both during and between clinic visits.

Taking care of our patients is our most important job. We work hard to provide you with the best possible service. One of the biggest challenges to the staff is managing patients' telephone calls. Frequent calls or incomplete messages drain our resources and prevent us from contacting you (and others) quickly. We need your help to make sure that all patients receives the help they need.

Medication Refills

Many of our patients must come in monthly to have their medications refilled. Your provider will let you know if this applies to you. To arrange a refill visit with a nurse, call (608) 263-9550. It is wisest to, arrange for this appointment during a visit to the clinic. If you cannot do this, be sure to call at least two weeks in advance.

Some medications can be refilled by telephone. To use this system, call (608) 263-9550 and follow the spoken instructions. Give us five to seven business days' notice to, make sure your prescription is filled. Please do not call a second time unless there is a problem. We will let you know when the prescription has been called in.

Medication Changes

Your provider will explain your medication plan when it is prescribed and/or when the dose is increased. The provider should tell you what to do if there are problems.

- Do not make any changes to your medication dose without first talking to the Pain Center, unless your provider specifically tells you to do so. Do not call for dose increases or extra pain medication between visits unless your provider has told you to do so.
- If you use more medication than prescribed, we will not refill it early.

Please feel free to call us if:

- There are unexpected or severe problems with the medication.
- Your provider told you to call.
- There are other problems with the medication that cannot wait until the next visit.

If needed, we will arrange an urgent visit for you to address these problems.

Pain Flares

Chronic pain can get better or worse from day to day. For most people with chronic pain, a flare or flare-up does not mean that it's an emergency. Pain flares can happen no matter what kind of pain you have or what kind of treatment you get. During your visits, we will help you develop a plan to manage pain flares, both with and without medication.

You should not call the Pain Center between visits to report a flare of your usual pain. Instead, you should carry out your pain flare management plan. If there is an emergency (new symptoms, acute illness, new injury) you should call your primary doctor or, if needed, seek emergency services.

Disability Forms and Other Paperwork

If you need us to fill out disability forms or other paperwork, please bring them to a scheduled clinic visit. If you send them by mail or fax, there may be a long delay before your doctor can fill them out. If there is a lot of paperwork, you can make an appointment for this purpose. You will be charged the regular rate for the visit.

Thank you for your time and attention. If you have questions, please ask to speak with the clinic manager, at (608) 263-9550. We look forward to working with you.

The UW Pain Treatment and Research Center Staff

