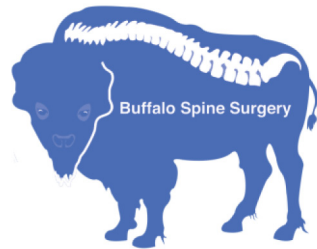


# Buffalo Spine Surgery



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Welcome to Buffalo Spine Surgery!

We have carefully planned an environment that helps us to deliver state of the art spine care in a friendly and efficient way. To make your office visits and interactions as easy as possible, we are providing you with the practice policies in this brochure. We hope you will find this makes planning for your care and visits as easy as possible, and clarify any questions you may have.

Kindly read and sign the enclosed brochure and let us know if you have any additional questions, or suggestions.

Dr Andy Cappuccino

## HEALTHCARE PROVIDERS

Buffalo Spine Surgery provides services to patients with a wide spectrum of spine problems. Such care is best delivered by a team approach carefully coordinated by Dr. Cappuccino. Physicians Assistants (PAs) and Nurse Practitioners (NPs) are an integral part of this multi-disciplinary team. As a surgical patient, you can anticipate seeing Dr. Cappuccino at one of your first appointments at the office, and at appointments that will cover vital information related to anticipated surgery or diagnostic studies. It will be Dr. Cappuccino who will explain and perform your proposed surgery. He will also see you within ten weeks of your surgery for a post-operative check. Most other appointments will be coordinated by our PAs and NPs under careful review by the doctor. Of course if a new surgical problem develops, Dr Cappuccino will be happy to re-evaluate you. Visits with the doctor will not be scheduled for the purposes of determining disability, or at the recommendation of lawyers, unless necessary based on the medical aspects of your care.

## APPOINTMENTS

At the time of your first appointment, you will be given a code to access our patient portal to provide you with access to helpful information and results

What to bring:

### **At your First Appointment:**

- Photo ID (government issued)
- All Insurance Cards
- A valid referral
- Co-Pay
- Completed patient information sheets (available on web site)
- Any x-rays, CTs, MRIs (actual films, DVDs and reports)
- Exact information about injury date

### **At All Follow-up Visits:**

- Insurance cards
- Co-Pays
- Updated referrals
- Any additional studies (actual films/ Discs/DVDs and reports)
- Updated patient information sheets  
Every 6 months

Co-pays, referrals and current billing information are required prior to service or your appointment will need to be rescheduled to a time when they are available. It is your responsibility to bring these to the office.

All data on the intake sheets, especially injury, insurance and identifying information must be accurate. Falsifying any of this constitutes fraud and result in dismissal from the practice

Any patient more than 30 minutes late for an appointment will be rescheduled. Patients who "no-show" for more than 2 appointments will be discharged from the practice.

We do our best to accommodate every patient in a timely fashion as scheduled. Please understand that the very nature of a medical practice makes it vulnerable to delays due to emergencies, and cases that are more complicated than average. We beg your forgiveness if you need to be rescheduled, or if there is a delay in your scheduled appointment. We try and avoid this as much as possible, but inevitably it can be an inconvenience, and for this we apologize in advance.

I have read the Buffalo Spine Surgery policy pamphlet, have had an opportunity to clarify any questions and understand the policies contained within it.

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name

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date

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signature

## **NARCOTICS AND MEDICATION POLICY**

The professional at Buffalo Spine Surgery will prescribe narcotics in the immediate post-operative period only (no more than 6 weeks after surgery) and only for patients in compliance with the post-operative regimen. Chronic pain requiring a more protracted course of narcotics is best managed by a pain management specialist. We will coordinate a visit to a pain management specialist for you if your need for pain control goes beyond 6 weeks after surgery.

Requests for prescriptions must be made between 9:30-3:00, Monday and Thursday. The prescriptions will be available within 72 hours. Please try to anticipate the need for refills when your medication is running low.

### **Lost or stolen scripts or medications will not be re-issued**

### **DURABLE GOODS**

Prescriptions for durable goods such as hot tubs, mattresses, electric wheelchairs, larks, etc will not be handled by this office. Only absolutely medically necessary goods will be ordered by our health care providers to accommodate post-surgical and rehabilitation needs.

### **HANDICAP STICKERS**

This office will issue handicap parking stickers only for post-operative periods of up to 3 months, and only when medically dictated. More often than not, resuming healthy low stress activity such as walking is an integral part of your rehabilitation and recovery from surgery.

### **LITIGATION CASES**

This is a medical office and appointments are scheduled on the basis of real medical need. Attorneys or disability mandated office visits do not constitute medical necessity. PAs and NPs are available to see patients for periodic check-ups as required for such reasons. This enables Dr. Cappuccino to be more readily available to you when medically needed.

## **CLINICAL STUDIES**

Dr. Cappuccino prides himself in being actively engaged in many research projects for the betterment of patient care, and the advancement of the latest surgical devices and techniques in spine surgery. As part of this the doctor also regularly leads seminars to teach spinal surgery techniques, and educate other doctors about use of different techniques across the world. Dr. Cappuccino has taught and operated on every continent in the world except Antarctica! In addition to clinical staff we also employ research staff to assist in these endeavors. Patients will never be enrolled in a research study without a detailed informed consent describing the possible risks and/or benefits of the research. At no point should patients feel any pressure to participate in research studies, however, patients often find that access to newer technology (even experimental) can be very helpful in treating their conditions. We are pleased to be able to offer this option to select patients. Many of the research projects are sponsored or underwritten by companies advancing the cause of improved spinal care. It is important for patients to understand that the doctor is not ever paid to enroll patients in research projects, nor incentivized financially to use a particular company's device in a particular patient. Whether the doctor invests himself in such technology or not, he does not ever derive any direct financial benefit from using a particular device in a particular patient. Should you have any questions about this, please feel free to discuss our research and industry work with Dr. Cappuccino.

## **ON CALL AND PHONE POLICY**

After hours care is available for acute and urgent problems. Our team of health care providers will be available on a rotating basis to answer after-hour calls. A physician will be available as necessary for emergencies.

Calls will not be returned to numbers that have caller ID and anonymous call blocking.

### **It is your responsibility to disable these features if you would like a return call.**

Medication refills, especially of narcotics, will not be done after hours or on weekends. The on call health care provider must be able to speak with the patient himself/herself and not to an intermediary to respect privacy concerns.

### **DISABILITY**

Patients on disability at the time of their initial evaluation will need to have further forms completed by the provider who put them on disability initially.

### **Only short-term disability (peri-operative) will be covered by this office, except in the case of catastrophic disability.**