

Our Staff



Robert Bigler, M.D.

Education: Indiana University School of Medicine, Indianapolis, IN

Residency: University of North Carolina, Chapel Hill, NC

Fellowship: Interventional Pain Management, Indianapolis Neurosurgical Group, Indianapolis, IN

Professional Societies: Board Certified in Pain Management and Anesthesiology, American Society of Anesthesiologists, American Academy of Pain Management, International Anesthesia Research Society, Indiana Society of Anesthesiologists, American Society of Regional Anesthesiologists, Indiana State Medical Association



Ferdinand Ramos, M.D.

Education: University of Santo Tomas, Manila, Philippines

Residency: Cook County Hospital, Chicago, IL

Professional Societies: Board Certified in Pain Management and Anesthesiology, American Society of Anesthesiologists, Indiana Society of Anesthesiologists, Lake County Medical Society, American Academy of Pain Medicine, American Academy of Pain Management, American Pain Society, International Spine Injection Society, American Society of Interventional Pain Physicians, Indiana Society of Interventional Pain Physicians, Asian American Medical Society

Scheduled Information

Procedure: _____

Dr. Bigler Dr. Ramos

Date: _____

Time: _____

LOCATION

- Unity Surgical Center
1411 South Creasy Lane | Lafayette, IN 47905
PH: 765.446.5000
- Franciscan St. Elizabeth Health
Pain Center | North Entrance
Lafayette, IN 47905
PH: 765.502.4750

PLEASE REMEMBER TO FOLLOW THE PRE AND POST PROCEDURE INSTRUCTIONS ON THE INSIDE OF THIS BROCHURE.



1345 Unity Place, Suite 355
Lafayette, IN 47905
Telephone: 765.807.7988

www.thepaincaremd.com

Find *relief* fast
by taking control
of your pain



A UNITY HEALTHCARE PARTNER

Robert Bigler, M.D.
Ferdinand Ramos, M.D.

Find Pain Relief...FAST!

About Us

At the Pain Care Center, we are committed to improving the lives of people with chronic pain. Our assessment, treatment and prevention services focus on enriching the lives of the people we serve. We integrate traditional and complementary medicine and use a multidisciplinary team approach.

WELCOME TO OUR PRACTICE

We appreciate the opportunity to provide you with health care. Our staff is made up of qualified professionals, who work together as a team to bring you the highest quality treatment in a warm and caring setting.

INTRODUCTION

This pamphlet provides information that we hope will help you become more acquainted with our office.

The information is provided to help you be at ease with our office and give you as much information about our practice as possible. And to anticipate questions and needs you might have.

APPOINTMENTS

Patients are seen by appointment only. Walk-in's are not accepted. If you are having problems or increased pain, please call the office and speak with a nurse.

OFFICE HOURS

The office is open from 8am until 5pm Monday through Thursday and 8am until 4:30pm on Fridays. We are closed on all major holidays. The physicians are not in clinic on Mondays or Fridays due to being scheduled for procedures on those days.

This office strives to provide every person with personal and individual attention that they need and deserve. Please be patient and we will get to your appointment as soon as we can.

Co-payment is due at the time of service. Please be prepared to pay upon appointment time.

APPOINTMENT CANCELLATIONS

All appointments require a 24-hour cancellation notice to avoid a "no-show" fee.

All follow up appointments cancelled with less than 24hour notice will be charged a fee of \$25.00 for a "no-show". All procedure appointments cancelled with less than a 24-hour notice will be charged a fee of \$40.00 for a "no-show". This charge is the responsibility of the patient, not the insurance carrier. Cancellation penalties are expected to be pain in full before or at the time of your next appointment.

Please arrive on time for your appointments and be aware that if you are more than 15 minutes late for any appointment you may have to reschedule. Also, please allow sufficient time for your appointment. We understand that your visit may not always fit into a 15 minute visit, and that is also true for other patients under our care.

All follow up and procedure appointments are confirmed 24-hours in advance. We must have a valid daytime phone number for you to confirm these appointments in person. Please advise the office staff of a preferred phone number for appointment confirmations.

WHY ALL THE QUESTIONS?

The office personnel will ask you specific questions prior to your examination (such as filling out the new patient packet), parts of which may seem like an invasion of privacy. These questions are a necessary part of your examination, for at a glance, the physician will obtain data about you. Your address and telephone number are needed in case the office needs to contact you. Information concerning age, occupation, etc. is likewise important as it has bearing upon your health and physical status. Please be assured that all information is confidential and none of your records will be disclosed without your written consent.

OFFICE TELEPHONE CALLS

The office operating hours for the Pain Care Center are from 8am until 5pm Monday through Thursday and 8am until 4:30pm on Fridays. We are closed on all major holidays.

The office accepts telephone calls until 30 minutes prior to the offices closing for business.

All calls after business hours will be directed to the answering service. The prompted answering service will then direct calls to the physician on call as needed. After hour calls are not to be used for services that cannot wait until the next business day. If your call is a medical emergency we urge you to call 9-1-1 or go to your nearest emergency room.

Telephones are for your convenience. When you call our office and ask us to return the call to you, we try to do so on a timely basis. You can help us by providing a current telephone number and answering your telephone when we return the call.

We have instructed our receptionist not to interrupt the medical staff when we are seeing patients in clinic. They have been instructed to take a message and the medical staff will return your call as soon as they are available. Usually they will start returning calls after 3pm. Please do NOT make multiple calls to the office to check on the progress of your return call. Again, your calls will be handled as soon as possible. **We ask that you please have patience in this regard.**

WAITING ROOM

Since our seating in the waiting room is limited, we request that you limit children, friends and relatives accompanying you to our office. Of course we realize that transportation and baby-sitting problems do arise for which you may not have an alternative.

Please inform the receptionist of your arrival before being seated. Magazines and television are provided for your convenience. We do request that you supervise children.