

# MAYFIELD

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C L I N I C

## *Patient Referral to the Mayfield Clinic*

Your physician has referred you to the Mayfield Clinic for your spine care. Our overall goal is to make sure you feel better quickly. One way we try to achieve this is through a service called Priority Consult. Provided to you at **no out-of-pocket expense**, this service offers many benefits, including a rapid assessment from a neurosurgeon and the possibility of avoiding an office visit altogether.

### **Here's how it works:**

- Once your physician contacts us with your referral, our Priority Consult staff will call you to take a brief medical history from you. If you have not heard from us within three days of your referral, please feel free to contact us directly at **513-221-1100**.
- Next, our Priority Consult staff will ask you to provide us with your spine films, including x-rays, MRI films, CT scans, CT/myelograms and discograms. We have transportation arrangements with some MRI providers, so please ask your MRI center whether they can transport your films to us.
- If your MRI provider delivers your films for you, we will obtain your insurance information over the phone or by fax. If you need to bring your films to the surgeon's office, **please bring your insurance card** with you so that we can make a copy for your medical record.
- If you have undergone any other related testing, including an EMG, Dexascan or bone scan, please have these reports faxed to **513-569-5339**.
- After your medical history has been taken over the phone and your films have been received, a surgeon will review the information (usually within three days) and provide recommendations for your care to one of our Nurse Care Coordinators.
- The Nurse Care Coordinator will call you to discuss the surgeon's recommendations. The neurosurgeon may recommend therapy or other additional testing for you before you come in for an appointment, and in some cases he may conclude that you need to see another specialist in a field other than neurosurgery. He may also determine whether surgery is or is not an option for you. Whatever the recommendation, our staff will work with you to get your treatment plan started as soon as possible. Please feel free to ask any questions you may have at that time.
- You and your referring and primary care physician will receive a written report of the neurosurgeon's recommendations.
- If your insurance company is contracted to pay the Mayfield Clinic for the surgeon's review, this payment will be reflected on the Explanation of Benefits (EOB) from your insurance company. You will not be billed for this review.
- For additional information about the Mayfield Clinic and our Priority Consult service, please visit our Web site at **[www.mayfieldclinic.com](http://www.mayfieldclinic.com)**. You can also call us at 513-221-1100 if you have questions.

We appreciate the opportunity to provide you with spine care.

513-221-1100 • 800-325-7787 • [www.MayfieldClinic.com](http://www.MayfieldClinic.com)

Offices located throughout Greater Cincinnati • Middletown • Northern Kentucky  
Affiliates: Mayfield Clinic Spine Surgery Center • Mayfield Spine Institute • Mayfield Imaging Center • Precision Radiotherapy • Priority Consult, LLC  
University of Cincinnati Department of Neurosurgery • The Neuroscience Institute