

NORMAN NEUROSURGICAL  
Welcome to the office of Dr. Mike Alvis

Staff are in the office from 8am-4:30pm Monday – Friday.

Dr Alvis is only in the office on Tuesday & Friday for clinic.  
Dr Alvis' surgery days are Mon, Wed & Thurs.

**OFFICE APOINTMENTS**

If you have a question about scheduling, changing, or cancelling an appointment to see Dr Alvis in clinic, please contact jacque by email at [receptionist@mikealvis.com](mailto:receptionist@mikealvis.com) or by calling 405-321-6347 and entering her extension, 222.

**SURGERY AND INJECTION APPOINTMENTS**

If you have questions about scheduling an epidural injection or your surgery, please contact Leia by email at [scheduling@mikealvis.com](mailto:scheduling@mikealvis.com) or calling 405-321-6347 and entering her extension, 223. All epidural steroid injections are done Monday mornings at Community Hospital, check in time is 6:00am. Surgeries are done Monday, Wednesday & Thursday at Community Hospital. Please have a day & date in mind when you call to schedule your surgery.

**\*\*\*THE FASTEST WAY TO GET A RESPONSE IS BY *EMAIL*\*\*\***

Since our office is all digital and paperless we are constantly checking our e-mail. We encourage you to email us!

Phone messages will be answered by the end of the following business day.

**MEDICATION**

If you need a refill on your medication or are having a problem with your medication, please email the refill request to [refill@mikealvis.com](mailto:refill@mikealvis.com) or have your pharmacy fax us a request at 405-321-3082. All refill requests received between Friday & Monday will be authorized on Tuesday. Refill requests received between Tuesday and Thursday will be authorized on Friday.

**\*\*\*REFILL REQUESTS LEFT BY PHONE WILL NOT BE ANSWERED\*\*\***

**FORMS & MEDICAL RECORDS**

Disability forms can be dropped off at the office and please allow 5 business days for them to be completed. If you need to request medical records please email [scheduling@mikealvis.com](mailto:scheduling@mikealvis.com) and allow 5 business days for them to be printed. We get a lot of requests!

If you have a medical question please send an email to [dralvis@mikealvis.com](mailto:dralvis@mikealvis.com)

Office hours: Monday through Friday 8:00 am to 4:30 pm. If you have an urgent problem after hours, please call (405) 359-2309. IN THE EVENT OF A MEDICAL

EMERGENCY, PLEASE GO TO THE CLOSEST EMERGENCY ROOM! Prescription refills are not considered a medical emergency. Coverage after hours: Dr. Alvis shares call with Dr. Jeff Nees and Dr. Shon Cook. The physician "on-call" takes over the care of all patients after office hours and on weekends.

MRI, CT, and X-ray films: It is very important that you remember to bring your films with you to the appointment, **OR the CD-ROM**. Dr. Alvis may order further studies to help him determine how to best treat your medical problem. He owns a small percentage of Brookhaven Diagnostic Imaging Center, Norman Specialty Hospital and Community Hospital.

Prescriptions: In a surgical practice, it is necessary for the physician to be out of the office for several hours/days at a time. Due to these factors, we require patients to request their medications through their pharmacy 72 hours in advance of the need. Your pharmacy can fax a request on your behalf to (405) 321-3082. Please check with your pharmacy after 4:00pm in 2 business days. If your medication needs to be signed by the physician and hand carried to the pharmacy, you will need to come by our office and pick it up. It is necessary that you notify our office at your initial appointment or the next business day if you get any controlled medication by any other physician. Payment: Payment is due at the time of service. The payment is determined by the following:

1. If you are insured by Medicare, deductible and co-pay are due at the time of service.
2. If you are insured by a managed care plan, with which our office participates, deductible and co-pay are determined by the individual plan and are due at the time of service.
3. If you are a VERIFIED workers compensation patient, you must provide our office with your employer's W/C insurance carrier's address, phone number, your claim number, the date, time and location of your injury, and the name and phone number of someone at your work that can verify this information.
4. If you were injured in a motor vehicle accident, there will be a \$250.00 deposit due prior to seeing the physician; we require a copy of the MVA police report and all pertinent insurance information.

Disability paperwork: Please allow 3-5 days for completion of paperwork.

Telephone: Our phones are answered Monday through Friday 8:00 am to 5:00 pm. When our office is closed, we have a recording that directs our patients to call our answering service if there is a problem that cannot wait until the office re-opens.

Signature \_\_\_\_\_ Date \_\_\_\_\_