



Boulder Pain Institute, P.C.
Melody F. Denham, M.D.
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Boulder Pain Institute, P.C. Patient Policy Agreement

1. Boulder Pain Institute, P.C. staff attempts to answer all incoming calls and answer all messages between the hours of 8:00AM and 4:00PM. If you leave a message after 3:00PM, your message will not be responded to until the next business day. If you have an urgent need you may reach Dr. Denham at (303) 589-0541. If you have an emergency, go to the nearest emergency room or call 911.
2. Narcotic medication refills require an in office appointment. We advise you to make your next appointment on the day of your current visit to assure that you will have sufficient medication before your next visit. If you fail to make a timely appointment, you will be without narcotic pain medication until you can be scheduled. Please plan ahead so that this unfortunate situation can be avoided.
3. If you are unable to keep an appointment with our providers, please give 24 hours advance notice of cancellation. If you fail to make two appointments and have not given advance notice of cancellation, we will not schedule you in the future. In such case, we will recommend an alternative pain management center to provide treatment for you.
4. We ask that you be on time for your appointments. If you are late, we may be forced to reschedule your appointment to a later date. Please allow extra time for traffic and parking considerations.
5. It is not Boulder Pain Institute, P.C.'s responsibility to verify your insurance eligibility. You will need to contact your insurance provider to verify that Boulder Pain Institute, P.C. is contracted with your policy. If your claim is denied, you may be responsible for payment in full