

General Information for Out of State Patients

We have many patients that fly in for treatment at CHARM. We typically start by having the patient call to describe their pain and issues, and past medical history. If imaging is available, the patient sends in Xrays/ MRIs on disc. The doctor reviews the imaging and medical history and tentatively determines an appropriate treatment. We schedule the new patient evaluation and first treatment for the same day, if possible.

As a general rule, we are in network with PPO insurance policies, including Medicare, and our new patient evaluations are covered as a specialist office visit. If you typically pay a specialist copay for a visit, the same copay would apply for our specialists. Many traditional treatments are covered under your insurance according to your contract terms. We have self-pay rates for people with no medical insurance.

Our regenerative medicine procedures include a wide variety of options, and are very dependent on your specific treatment plan. Regenerative medicine (prolotherapy, PRP, adult stem cell treatments) are self-pay, and are not covered by any insurance.

Imaging for out of town patients

***Do I need imaging before scheduling my PRP or BMAC (stem cell) treatment?**

Yes. In absence of a hands-on physical exam, the best way for the practitioner to predict which treatment to schedule is to view imaging. If there is no imaging, and no physical exam, there is no way to determine appropriate medical treatment.

***Is a MRI or x-ray needed?**

MRI scans are preferred over x-rays. X-rays view only the bony structures and give limited information. MRI imaging gives the most information, because it shows the condition of soft structures (ligaments, tendons, spinal discs, and cartilage).

***Can I get imaging done at CHARM?**

CHARM refers imaging out to an advanced imaging center. We do not have x-ray or MRI equipment. We do have a fluoroscope, which provides x-ray imaging for injection guidance, but the resolution is not generally high enough for diagnosis.

***Is imaging covered by my insurance?**

The majority of insurance cover imaging; however, most insurance companies require prior authorization for a MRI. Prior authorization has guidelines that may include a history of conservative care with the prescribing practitioner for a specified number of weeks or months, as well as other requirements. Your insurance will probably require payment of a deductible or coinsurance.

***Can CHARM order a MRI or x-ray in my local area?**

If you have not been physically seen at CHARM as a patient, CHARM does not have any patient notes to provide for insurance authorization. These notes are required to prove the medical need for the imaging. When insurance is used for imaging, CHARM cannot provide the MRI referral.

If you plan to pay out of pocket for your imaging, CHARM can provide the imaging referral. CHARM can only provide referral for imaging centers located in the US.

***How do I get my imaging to CHARM?**

Please mail your imaging disc and report to CHARM at 10815 RR 2222, Bldg 3B, Suite 200, Austin, TX 78730. The doctor will want to see the imaging report as well as actual imaging. MRI results cannot be emailed because of the large file size and because of HIPAA restrictions preventing imaging disc copying/ sharing.

Guide for Out of State Patients

Prepare for initial consultation and remote treatment planning:

1. Gather and send medical information/ imaging to: CHARM New Patients, 10815 FM 2222 Bldg 3B, Suite 200, Austin, TX 78730 USA
 - a. Fill out 'Patient Information Form' (see attached) to send along with medical records
 - b. Send pertinent medical records to CHARM including:
 - i. Recent MRI reports and discs (last 5 years)
 - ii. Recent xray reports and discs (last 5 years)
 - iii. Operative/ treatment notes related to chief complaint(s) including:
 1. Interventional pain injections (epidurals, facet injections, radio frequency neurotomy)
 2. Orthopedic surgeries for associated body part
2. Over the phone consultation: 512-614-3300 ext 151
 - a. Our new patient coordinator coordinates new patient visits, including treatment scheduling and related questions. Call 512-614-3300 ext 151. After your medical records/ imaging have been reviewed, the new patient coordinator will relay the practitioner's assessment and recommendation for procedure at no charge. Treatment costs estimates will be given based on the practitioner's initial remote-assessment and are subject to change if the treatment plan is altered during the new patient's physical visit.
 - b. If you would like a formal phone consultation with the doctor, there is a fee of \$125. This consultation will be scheduled through the new patient coordinator after your medical records/ imaging have been received and reviewed.

Planning Your Visit:

1. Initial visit and treatment are scheduled through our new patient coordinator. Please confirm estimated treatment costs with the new patient coordinator.

2. You will visit with Dr. Rawson or Dr Harris, and then have the PRP/stem cell procedure, as scheduled, if it is confirmed to be an appropriate treatment during your new patient consultation.

3. Pre-treatment instructions

Eat and drink as usual, but DO NOT TAKE any anti-inflammatory medication for 7 days in advance (Aleve, Motrin, Ibuprofen, oral steroids, etc.), unless deemed medically necessary.

If you take prescription blood thinners or if you are taking antibiotics, please contact our office for pre-procedure instructions regarding this medication. If you take baby aspirin as part of your daily routine, check with your cardiologist, and if cleared to do so, discontinue your daily baby aspirin 5 days in advance of any regenerative procedure.

4. Treatment Details:

There is a wealth of information about our procedures on our website. The best information about the PRP and Stem Cell procedure can be found under the 'Regenerative Medicine' tab. CHARM website: www.charmaustin.com

5. Documents needed on the day of your visit

Please bring your photo ID, insurance card, imaging CD and any relevant reports that you have not previously sent for the doctor to review. The initial new patient evaluation is covered as a specialist visit per the terms of your insurance contract. Regenerative treatments are not covered by insurance, and are self pay, at time of service.

6. Travel Information

Austin-Bergstrum International Airport is a 45 minute drive from CHARM, depending on traffic.

Most patients get from the airport to CHARM by rental car, taxi or ride share (UBER, LYFT, etc.) (Average Uber/ ride-share from the airport to CHARM is \$40, taxi \$60 but varies depending on day and time).

Austin Cab Company 512-478-2222
Yellow Cab Company 512-452-9999

CHARM's Travel Concierge: Katie Warner – contact Katie for assistance in booking travel and fun activities in Austin

email: katie@lucidroutes.com
phone: 713-591-7983
website: www.lucidroutes.com

If you need a place to eat before or after your CHARM appointment try the Black Walnut Cafe (in the CHARM parking lot):
<https://www.blackwalnutcafe.com/locations/austin-locations/four-points/>

Click this link for a complete list of recommended accommodations www.charmaustin.com/new-patient-info or see last attached page of this document.

DIRECTIONS TO CHARM:

GPS directions ENTER: CENTER FOR HEALING AND REGENERATIVE MEDICINE

***CHARM is in a high traffic area. Please make appropriate adjustments to your drive time in order to arrive on time for your appointment ***

CHARM mailing address & location:

10815 RR 2222 BUILDING 3B Suite 200, AUSTIN, TX 78730

We are on the second floor. Use the east side entrance to enter building 3B.

CHARM is located off of RR 2222 between Loop 360 and RR 620
CROSS-STREETS: RR 2222 AND RIVER PLACE BLVD

From RR 2222, turn **south** at the **stop light** at River Place Blvd. toward the River Place Monument & fountain. Make an immediate **right** turn into the United Heritage Credit Union parking lot. Our building is to the back of that parking lot. CHARM is in the middle building to the right of River Place Center I building (Baylor Scott & White).

Post treatment support:

1. Regenerative treatments are done under local anesthetic. Drivers are not mandatory, unless pre-medication with Xanax (benzodiazepine anxiolytic—a minor tranquilizer) is used, or if the patient takes prescription pain medication. Please consult with your doctor for specific instructions regarding driving after your treatment.
2. You may travel back home on the same day of your treatment, if you wish.
3. Post-treatment instructions will be reviewed with the patient at their appointment. In general, NSAIDS (anti-inflammatory) medication should be avoided for one week after treatment. Normal activities can be resumed directly after your treatment, unless otherwise advised by your physician. Tylenol-based pain medication, and heat may be used for post-treatment pain. Movement of the affected body part may help to reduce pain.
4. Follow-up contact/ visits: You can contact your physician directly through the patient portal if you have specific questions after your treatment, and to report your progress. You can call our medical assistants at 512-614-3300 ext 103 for any urgent concerns (Mon-Fri 8am – 5 pm CST). Phone follow up visits can be scheduled with the doctor for \$125.
5. Repeat treatments are scheduled at minimum 6 to 8 weeks apart. The number of treatment required is dependent on the patient's health condition and underlying disease processes. Treatment plans will be discussed in depth during the new patient evaluation visit. Please contact our scheduling line to coordinate subsequent treatments: 512-614-3300 option 3.

New Patient Information

(mail this form with imaging disc and medical reports)

Name:

Date of Birth:

Address:

Phone:

Email:

Do you have medical insurance? (*Note regenerative treatments are **not** covered by insurance; new patient visits may be covered). Include copy of card(s).

Describe primary complaint (include body part(s), duration of pain, severity of pain):

For neck or back complaints:

Do you have leg pain/ numbness/ weakness?

Do you have arm pain/ numbness/ weakness?

For shoulder complaints:

Do you have pain in your arm(s)?

Is the range of motion in your arms an issue?

Have you had any interventional pain injections (epidurals, facet injections, trigger point/ steroid injections) or surgeries on the affected body part? If so, include details or doctor/ surgeon notes.

Include imaging report **and disc(s)** - MRI/ xray/ CT scan - of affected body part

Are you interested in (circle): Prolotherapy, PRP, stem cells, traditional/insurance covered-treatments, other _____

Are you taking any steroids, or anti-inflammatory medication (NSAIDs)?

Do you take a blood thinner?

Were you referred to a specific CHARM doctor?

If so, by whom:

Send new patient information sheet with medical information/**imaging disc** to:
CHARM New Patients, 10815 FM 2222 Building 3B, Suite 200, Austin, TX 78730

Questions? Call CHARM New Patient Coordinator at: 512-614-3300 ext 151

CHARM's Travel Concierge: Katie Warner – contact Katie for assistance in booking travel and fun activities in Austin
email: katie@lucidroutes.com
phone: 713-591-7983
website: www.lucidroutes.com

Recommended Accomodations:

Residence Inn Lake Austin/River Place (located directly behind CHARM)
<http://www.marriott.com/hotels/travel/ausla-residence-inn-austin-lake-austin-river-place/>

6608 River Place
Austin, TX 78730
512-735-9300

****Book under the CHARM rate!**

Holiday Inn Express and Suites NW Austin @ Four Points (3 miles from CHARM)

<https://www.ihg.com/holidayinnexpress/hotels/us/en/austin/ausws/hoteldetail>

8300 N FM 620, Austin, TX 78726
512-610-5700

****Book under the CHARM rate!**

Renaissance Austin Hotel

The Arboretum at Great Hills, 9721 Arboretum Blvd, Austin, TX 78759
512-343-2626

Courtyard Austin Northwest/Arboretum

9409 Stonelake Blvd, Austin, TX 78759
512-502-8100

Embassy Suites Austin Arboretum

9505 Stonelake Blvd, Austin, TX 78759
512-372-8771

Hyatt House Arboretum

10001 N Capital of Texas Hwy, Austin, TX 78759
512-342-8080

****If you'd like to stay downtown in the heart of Austin, you can't go wrong! CHARM is approximately a 30 minute drive from downtown.**

Austin Cab Company 512-478-2222
Yellow Cab 512-452-9999

Book Uber/ Lyft with their app on your phone; SuperShuttle – book on-line

(Average Uber/ ride-share from the airport to CHARM is \$40, taxi \$60 but varies depending on day and time)