

## **WE WELCOME YOU AS A PATIENT**

We at Louisville Orthopaedic Clinic and Sports Rehabilitation Center, PSC thank you for choosing us to provide you with orthopaedic services. Our goal is to provide you with the very best possible care for all of your orthopaedic needs in a caring and pleasant atmosphere.

We have prepared this booklet to introduce you to our office and to provide you with important information regarding our office policies and medical practices. If you have any questions not answered by this booklet, please feel free to call our office or ask a staff member at your next visit.

## **REGISTRATION AND PATIENT INFO UPDATES**

You will need to register online through our secure patient portal before coming in for your appointment. The patient portal can be accessed by going to our website homepage and clicking on *Patient Portal*. If you do not have internet access or prefer to come in to register, you will need to arrive 30 minutes prior to your appointment time. Please bring your insurance cards, along with a current list of medications, to all of your appointments.

## **SECURE PATIENT PORTAL**

For added convenience in managing your healthcare, we encourage you to sign up for the Patient Portal. The patient portal can be accessed by going to our website homepage and clicking on *Patient Portal*. After creating an account you will have access to a number of features all available 24 hours a day, 7 days a week. Patients can request appointments, prescription refills, medical records, send non-urgent messages to their provider and much more. Please allow 24-48 hours for messages and requests to be addressed.

## **ORTHOPAEDIC MEDICINE**

The specialty of orthopaedic medicine consists of diagnosis and treatment of injuries and diseases that affect bones, joints, ligaments and muscles. Common orthopaedic problems include fractures, low back, knee and shoulder injuries, and arthritic conditions of the joints. Appropriate treatment depends upon the type and severity of the condition, and may range from medication and/or physical therapy to total joint replacement or other surgical intervention techniques.

## **ORTHOPAEDIC PHYSICIANS**

Physicians who specialize in orthopaedics are highly trained. They must graduate from medical school and complete an extended residency in orthopaedic surgery before becoming board-certified. The board certified or board eligible surgeons of Louisville Orthopaedic Clinic have further concentrated their practices in a number of

subspecialties by focusing on and completing additional training within specific areas. Subspecialties offered by our physician team include total joint replacement, arthroscopic surgery of the knee, shoulder, and elbow, spine surgery, foot and ankle surgery and sports medicine.

The physicians of Louisville Orthopaedic Clinic practice primarily at Baptist Hospital East.

## **CALLING OUR OFFICE**

So that we may serve your needs in a timely and efficient manner, we have an automated phone system. Please listen carefully and choose from the options given. The following options are the most frequently used:

APPOINTMENTS – PRESS OPTION 3

IF YOU ARE A PHYSICAL THERAPY OR HOME HEALTH REP. – PRESS OPTION 4

IF YOU ARE CALLING ABOUT A BILL PLEASE CONTACT ODYSSEY HEALTH SYSTEM AT **800-818-0886**, SELECT OPTION 1, THEN OPTION 4

WORKERS COMP OR DISABILITY – PRESS OPTION 5

TO REACH OUR ONSITE PHYSICAL THERAPY DEPT. PLEASE CALL **(502) 897-1790**

## **OFFICE HOURS & APPOINTMENTS**

Our office is open from 8:00 a.m. until 5:00 p.m. Monday through Friday, except holidays. You may make an appointment by calling the office at (502) 897-1794 between 8:30 a.m. and 5:00 p.m. Monday through Friday. We will schedule your appointment for the first available opening with the doctor of your choice.

When calling to schedule an appointment, remember to have your insurance information available. You will be asked to give a brief description of your medical problem and to bring any X-rays, lab results or referral information to your first appointment. At times, your appointment may be changed due to unexpected emergencies.

To best care for our patients under the age of 18, an adult or legal guardian must accompany minors. If you need to cancel or reschedule your appointment, please notify us as far in advance as possible so that your time may be given to another patient in need of care.

## **EMERGENCIES**

If you should have an emergency or need to reach a physician after office hours, call the office and our 24-hour answering service will forward your message to the doctor on call to assist you with your problem.

The physicians of this office rotate emergency call with the physicians of another orthopaedic surgery practice. It is possible that your after-hours call would be answered by a physician other than those of Louisville Orthopaedic Clinic.

## **NEW PRESCRIPTIONS AND REFILLS**

All *new* prescription requests must be phoned to our office during normal office hours, Monday through Friday from 8:30a.m. to 3:00 p.m. We cannot refill medication after office hours or on the weekend because your records are not available.

Refill requests should be called into your pharmacy, who will then contact us for approval. Please check your medication for refills and call your pharmacy before 3:00 p.m. weekdays.

## **FEES & PAYMENT POLICIES**

We make every effort to keep down the cost of your medical care. Our office and surgical fees are determined by the complexity of the procedure, the time involved, and the fee that is usual and customary for our area. Such services as diagnostic x-rays and/or treatments such as casts, splints, injections, etc., involve additional costs.

Payment arrangements are expected at the time of service. As a service to you, our office will be happy to file your claim. For those patients receiving financial benefits from insurance or government agencies, we are required by law to collect the appropriate co-payments and deductibles specific to your agreement and the agency involved.

We accept Medicare assignment.

## **INSURANCE AND PATIENT RESPONSIBILITY**

Please understand that insurance coverage is an arrangement between you and your insurance company, and that your insurance company may not provide full payment of your medical costs. If your insurance plan will only allow you to see physicians that are members of their network, please verify that we do participate with your particular plan.

If your insurance plan requires you to obtain a referral from your primary care physician, it is your responsibility to obtain this referral prior to your scheduled appointment. If your insurance plan requires a co-payment, this payment is expected at the time of service.

If you are scheduled for diagnostic testing or surgery, please check with your insurance company to determine if it requires you to obtain a pre-authorization or second opinion. Insurance coverage for MRI's and surgical procedures will be verified by our office and pre-payment may be required prior to scheduling. Payment of the account is the responsibility of the patient.

## **DISABILITY & INSURANCE FORMS**

We will complete your disability or other insurance forms for a fee of \$25 per form. Please understand that we offer this service to all of our patients and that they are completed in the order in which they are received. In order to accommodate everyone's needs, we ask that you turn in the forms as soon as possible so that we have sufficient time for completion. Forms will be completed within 5-7 business days.

## **PICKING UP MEDICAL RECORDS AND X-RAYS**

You are entitled to one free copy of your medical records per year. To help us better assist you, please allow at least 24-hour notice for the preparation of medical records and x-rays. Medical records, as well as insurance or disability forms may be picked up in our Business Office in suite 202, Monday through Friday, 8am to 5pm.

To ensure patient confidentiality, you will be asked to sign a release of medical records before allowing anyone to obtain access to your medical information. If a request for medical records is called in, no one other than the patient or persons listed on the HIPAA form will be permitted to pick them up. If a year or more has passed from the time you were last in for an appointment, you may want to update the persons listed on your HIPAA form.