

Dear Patient,

Welcome to the Springfield Orthopaedic and Sports Medicine Institute. The focus of our practice is to provide individualized, comprehensive care to people with orthopaedic concerns. We specialize in careful diagnosis and state-of-the-art treatment plans. The staff strives for excellence in patient care from your initial contact with our office to your final appointment.

All papers enclosed ***must*** be filled out and returned at the time of your appointment. Insurance regulations specify we must have this information. If you cannot keep your appointment, kindly let us know 24 hours in advance.

Your Office Visit

Office visits are scheduled between the hours of 8 am and 4 pm. You will need to bring your completed new patient paperwork, all current insurance cards, a list of all current medications being taken and any medication allergies. Please bring any recent x-ray and/or MRI films/discs along with reports and EMG reports or any other testing you have had, to your appointment. In order to provide efficient and quality care, we reserve the right to reschedule your appointment if you arrive 15 minutes or more after your schedule appointment time and/or if you do not have your paperwork completed to hand in.

Your appointment is scheduled for: _____ at the Springfield Urbana office.

What to Wear

If you are visiting due to upper extremity (shoulder, arm, wrist) pain or injury, please wear or bring a tank top or sleeveless shirt. If you are coming to our office due to lower extremity (hip, thigh, knee, calf, ankle) pain or injury, please wear or bring shorts.

Confidentiality and Your Records

Both your medical care and records are treated in a highly confidential manner. No information will be released to an insurance company and/or third party without written authorization, unless the information is needed to pay your claim with us. If you would like a copy of your records, a 48 hour notice will be required. There will be a fee for copying/preparing these records for you.

For completion of disability forms, FMLA and other miscellaneous paperwork, there will be a charge of \$20 ***per form***. This payment is required at the time the form(s) is presented to this office. Please allow 7-10 business days to complete. If the forms are required sooner, there will be an additional charge of \$10 per form.

Prescriptions and Refills

Prescription refill requests that are received by the office before noon will be phoned/faxed to the patient's pharmacy by 5 pm the same day if the doctor approval can be obtained. Requests received

after noon will be handled on the next business day. Please call at least a couple of days before your prescription runs out.

Billing Information

In order for us to file your insurance claim correctly, it will be necessary to make a copy of your insurance card(s) and your driver's license when you arrive for your appointment. It is your responsibility to give us the correct billing information to process your claims. Co-payments are due at the time of service. For your convenience, we accept cash, check, debit, Visa, Mastercard and Discover.

If your insurance coverage requires you to have a written referral/pre-certification from your primary physician before seeing one of our specialists, you must present the document before or upon arrival of your appointment. Failure to do so will automatically make you responsible for all charges.

It is important for you to understand your coverage and benefits. There are hundreds of healthcare plans with various deductibles for payment and services rendered to you and/or your dependents. We urge you to contact your insurance carrier to be apprised of your coverage and benefits.

If you have secondary insurance coverage, please be sure we have all pertinent information. We will submit your claim to the secondary insurance after your primary insurance company has paid its portion of your charges. After your secondary insurance carrier submits payment, we will bill you for any remaining balance for which you are responsible.

Failure to provide accurate information may result in your liability for the entire physician's bill. You are always responsible for the balance of your bill not covered by insurance. If you have no insurance, you can speak with our billing department to set up payment arrangements. Failure to pay your bill may result in discharge from the practice.

Disability and Worker's Compensation

Worker's Compensation cases must include a claim number and verification of any work related injury or condition. It is always the patient's responsibility to provide the physician with the necessary forms to complete claims. Worker's Compensation and Disability Forms require additional time and personnel to complete. Please allow 7-10 days for completion of this paperwork, or you may ask the office to contact you by phone when the forms are ready for pickup.

We thank you for your confidence in us and look forward to working with you to meet your health care needs.

Sincerely,

Springfield Orthopaedic and Sports Medicine Institute
Physicians and Staff