

INFORMATIONAL SHEET

WHAT CAN YOU EXPECT ON YOUR FIRST VISIT TO THE STEVENS POINT ORTHOPEDICS?

On your first visit you will be asked to provide registration information. Please make sure you plan to arrive approximately 15 minutes prior to your appointment so we can obtain necessary information.

We are committed to providing excellent patient care. This is dependent on your understanding of the diagnosis and treatment options for you and/or your family member. WE make a special effort to explain your situation in a way that you and your family can understand. If the information is not clear, we encourage your questions.

After seeing the provider, you may require lab tests or other diagnostic test. WE will complete the necessary orders to have the appropriate test done. Most lab, X-ray, and MRI tests can be done in our office, but you have the right to request referral to a facility of your choice.

APPOINTMENTS

We appreciate that you chose to have your services provided at the Stevens Point Orthopedics. Our office visits are by appointment only and we make every attempt to accommodate your needs as soon as possible. Should you need to cancel your appointment, we would greatly appreciate at least a 24 hour notice so we can make the appointment slot available for another patient.

We will call you the day prior to your appointment to remind you of the time and to leave any other necessary instructions; therefore, it is important that we have daytime telephone number that we can reach you at. Please be aware that since our physicians are on call at the hospital, occasionally an appointment may need to be changed due to an emergency. We will try to give you as much notice as possible should this occur.

CLINIC OFFICE HOURS

Our typical clinic office hours are Monday through Friday from 8:00 am – 5:00 pm. We do close for major holidays.

CALLING THE OFFICE

Our Appointment Coordinators are available Monday through Friday from 8:00 am – 5:00 pm and can be reached at 715-344-0701. They do their best to answer any questions you may have, however at times they may need to refer your call to appropriate medical staff. We will make every attempt to return your call that same day.

PRESCRIPTIONS & PRESCRIPTION REFILLS

Please be aware that we can only provide refills on medications that we prescribe. We request at least a 48 hour notice for all refills.

BILLING QUESTIONS

Our Billing Office is open Monday through Friday from 8:00 am – 5:00 PM. Should you have any billing question, please feel free to stop in or call us at 715-344-1010. As a courtesy to you, we will bill both your primary and secondary insurance.

FORMS COMPLETION

Completion of forms requires a considerable amount of record review by our staff as well as our providers. Should you have a form that requires completion, please bring at the time of your appointment and hand in to the Appointment Coordinator. Forms will be completed within three to five working days. Please let us know if you want us to mail, fax or notify you when the forms are completed.