

NORTH ALABAMA

BONE & JOINT

CLINIC, P.C.

Dear New and Current Patients,

Thank you for choosing North Alabama Bone and Joint Clinic to assist you with all of your orthopedic care. We know the first step in treating your injury or illness is diagnosis of the problem. The team at North Alabama Bone and Joint Clinic is equipped with a full staff of Orthopedic Surgeons, Physiatrists, Physical Therapists, Athletic Trainers and Clinical Staff to help meet all of your orthopedic needs.

We would like to take this opportunity to welcome you to our facility and review a few policies and procedures. Please take a few minutes to read this material to ensure that you are prepared for your next visit.

Again, thank you for choosing the staff at North Alabama Bone and Joint Clinic where we strive to continue to be "A Step Ahead In Orthopedic Care."

New Patient Packets

Patients that are new to our practice or have not been in the office within the last year will be asked to complete a New Patient Packet. Patients may visit the section on our website titled “Medical Forms” to locate the necessary documents. Those that are not able to fill out the forms prior to their visit must arrive 20 minutes prior to their scheduled appointment to fill out the paperwork.

Office Hours

Current office hours can be viewed under the “About Us” tab in the Office Locations & Hours section.

Scheduling an Appointment

Patients that wish to make an appointment may call (256) 718-3200. Availability of a particular doctor will depend on the doctor’s surgery schedule. Should you need to reschedule an appointment, please give us at least a 24 hour notice.

Patients may also request an appointment via our website. Appointment request can be sent by visiting the page under Patient Information titled “Request an Appointment.”

Referrals

Referrals for patients depend on the insurance provider. If your insurance provider does not require a referral, please call North Alabama Bone and Joint Clinic directly to schedule a convenient time.

If your insurance carrier requires a referral, please contact your primary care physician to schedule your appointment.

*Medicaid patients are required to submit a referral from their assigned Medicaid Primary Care Physician. If you do not know the name of your Medicaid assigned Primary Care Physician, please call 1 (800) 362-1504. You will need the Medicaid Recipient ID Number and Date of Birth at the time of the call.

Wait Times

Our patients are very important to us at North Alabama Bone and Joint Clinic. We realize that your time is very valuable, and we constantly strive to decrease wait times. Filling out New Patient Packs is one way to decrease the time you are waiting in the front lobby. Because many of our doctors are surgeons, emergencies sometimes happen. We will do our best to alert patients of delays to their appointments or emergencies the doctors may encounter throughout the day.

Billing and Insurance

North Alabama Bone and Joint Clinic charges the standard fees and rates for services provided. Insurance claims are also submitted for our patients. Therefore, it is crucial that you have the correct insurance information and insurance card at the time of your appointment. It is the patient's responsibility to determine what services are covered on their insurance plan before scheduling an appointment or procedure. The payment of all co-pays and deductibles are due at the time of services. Please see our attached Payment Policy for more detailed information. If you have any additional questions, please contact our business office at (256) 718-3200.

Use of Cell Phones and Wireless Internet

The use of cell phones and complementary wireless internet are permitted in all waiting rooms at our clinic. However, as a courtesy to our patients please silence all cell phones while in clinical areas.

Privacy

Each patient will be asked to sign a HIPAA Privacy Notice upon arrival. This notice will ask you to list the individuals that we may share information about your diagnosis and treatment. Please know that we take extreme measures to protect the privacy of all our patients. Due to our high standards of protection, please allow 7-10 business days when requesting medical records or X-rays. Requests may be made by calling (256) 718-3200. Please also bring a photo ID as they are required when picking up any patient medical information.

Prescriptions

Patients will be given prescriptions at the time of their appointment. Should you need a refill before your next appointment, please call (256) 718-3200 during regular office hours. Patients that have not seen a doctor within one year will be asked to make an appointment before a prescription may be filled. When calling, please have the following information available:

- Full Name
- Phone Number to Reach You
- Physician's Name
- Name of Medication and Strength of the Medication
- Name and Phone Number of the Pharmacy

*Please remember some medications are not available for a refill without an appointment even if the patient has seen the doctor within one year.

Patients may also request a prescription refill via our website. Prescription refills can be sent by visiting the page under Patient Information titled "Prescription Refill."

Clinical Calls

Physicians and clinical staff are not available to accept direct calls while in clinic. Patients that would like to speak to a member of our clinical team may call (256) 718-3200 and a message will be given to the appropriate staff member. Your call will be responded to in a timely manner.

Request of Forms

The staff at the Bone and Joint is pleased to fill out the necessary forms that patient's request. We do require 7 to 10 business days and a charge of \$30 per form. The \$30 fee must be paid before the forms are released to the patient.

X-ray

If you think you might have to have an x-ray at your appointment try to avoid wearing metal jewelry, belts, and pants that have metal buttons and zippers. Comfortable loose fitting pants are preferred.

Patients that had an x-ray prior to their appointment should bring the x-ray and notes from the physician. If the x-rays were taken digitally, please bring the images on a CD. This will ensure that they are available at the time of your appointment.

Surgery

All Orthopedic Surgeons are on staff at ECM Hospital, Helen Keller Hospital, Shoals Hospital and the Shoals Outpatient Surgery. We are happy to take care of you at the facility of your choice.

In the event of surgery, your physician's clinical team will schedule your surgery and provide you with the necessary instructions for pretesting, the day of surgery, and post-surgical care.

The clinical staff at North Alabama Bone and Joint will also assist patients in completing pre-authorization for their insurance provider. Please remember it is ultimately your responsibility to discuss procedures with your insurance provider and patients are responsible for the balance of their bill.

Patients that do not have insurance are required to pay a percentage as a down payment. The billing department will be happy to discuss this policy with you and work out a payment plan for the remainder of the balance.

After Hour Emergencies

If you are experiencing an emergency, please proceed to the nearest emergency department or call 911. Physicians at North Alabama Bone and Joint cover call at all local hospitals including ECM Hospital, Helen Keller Hospital and Shoals Hospital to assist with all emergencies. If the emergency room physician deems orthopedic care necessary, he/she will refer you to an orthopedic surgeon.