

## Preparing for My Orthopaedic Appointment

We know that your appointment with your orthopaedic doctor is important to you, and it can be most effective if you are prepared for your appointment. This includes having the information your doctor will need from you as well as being able to gather the information that you need from your doctor.

Included in this print out are general suggestions, tips, and tools to help you get the most out of your orthopaedic appointment. Please let us know if there is anything we can do to further improve your experience with us at Northwest Orthopaedic Specialists. We look forward to meeting with you!

\*Please note that the information contained in this print out is not intended as a substitute for any instruction or advice given to you from a medical professional, staff member, or any representative from Northwest Orthopaedic Specialists or other healthcare entity.

### Appointment Information

#### Verify the date and time of the appointment

The time you should arrive at the office for your appointment is different than your scheduled appointment time. You may be required to complete new patient paperwork or provide personal identification and insurance information prior to being seen by your doctor. Because of this, you may be asked to arrive up to 30 minutes prior to your appointment time. Please confirm your expected arrival time when scheduling the appointment.

#### Know the address and location of your appointment

It is common for our doctors to see patients at several different office locations. Make sure you confirm the office location prior to leaving for your appointment.

#### Be aware of travel issues and delays

Become aware of any driving conditions, road construction detours, and/or parking requirements and locations that may present a delay in your arrival, and plan accordingly.

### Items to Take to My Appointment

#### Identification and Insurance Information:

Current photo ID Current insurance card(s) Insurance co-payment, co-insurance, and/or deductible information, if applicable Insurance referral, if applicable\* \* Please verify that our office has received the referral prior to your appointment. Having a copy of your insurance referral is recommended.

### **Medical Information for Current Injury or Condition**

All medical records, imaging (X-ray, MRI), and lab test results for your current injury or condition should be carried in or faxed from your primary care provider. If you have been evaluated or treated for your current injury or condition by another healthcare provider, please contact their office at least one week prior to your appointment, if possible, to request a copy of all medical records pertaining to your injury or condition. You can request that your records be sent directly to our office, but please confirm that we have received them prior to your appointment.

### **Personal Documentation of Current Injury or Condition**

Throughout your visit, you will be asked questions about the injury or condition that you are being seen for. You may find that compiling a personal documentation record prior to your visit and having the record with you during your appointment may assist you in answering some of these questions. Please note that the information in your personal document will not be used as a substitute for any official forms you will be asked to complete prior to your appointment.

### **Current List of All Medications You Are Taking**

Bring a current list of all your medications, including the name of the medication, dosage, the frequency you take the medication, and the reason for the medication. This list should include prescribed medications; herbal supplements, vitamins, and over-the-counter medications you are taking as well as any medications you are allergic to. We recommend having this record with you as you may need to access this information during your appointment.

### **Medical History**

Maintenance of your medical history, including all prior treatments, surgeries, conditions, and illnesses, even if they are not related to your current injury or condition, is always recommended. Have this record with you as you may need to access this information during your appointment.

### **List of Questions and Concerns to Address During Your Appointment**

We recommend that you compile a written list of all questions and concerns that you want to address during your time in our office. There will be several departments and individuals that you will come into contact with during your visit. To assist you in compiling your list of questions and concerns, we have provided you a list of the departments/services for you to begin your list:

- Appointment Scheduling
- Front Desk Reception
- Billing and Insurance
- Radiology (X-Ray, MRI Technicians)
- Nurses/Medical Assistants
- Physician Assistant(s)
- Doctor/Surgeon
- Physical Therapy
- Checkout Reception
- Surgery Scheduling

### **Notepad and Pen/Pencil for Notes**

Take notes on what the office staff and medical staff discuss with you. Be sure to ask questions if you do not understand a policy, procedure, medical term, or the reason for your doctor's diagnosis, treatment plan, recommendations, medication instructions, or post appointment instructions. If you need additional information to take with you, ask your doctor for handouts, brochures, or online resources that you can review at home.

### **Emergency Contact Information**

An emergency contact list is a document you should have ready and keep updated regularly. Having this list with you at your appointment may provide you information you need in completing the required paperwork.

### **A Family Member or Friend**

You may consider asking another adult to accompany you to your appointment. Should you need a translator, please bring an adult translator with you or contact our office prior to your scheduled appointment to make arrangements. We do not recommend that you rely on a child to translate.

## **Additional Information**

### **Dress Comfortable**

We recommend that you dress in comfortable clothing appropriate for your appointment. If your injury or condition involves your neck, back, spine, shoulder, or hip, you may be asked to change into a medical robe for your examination. We recommend wearing loose clothing that is easy to take off and put on.

In addition, your doctor may request an X-ray during your visit. Prior to your X-ray, you may be asked to remove jewelry, eyeglasses, and any other metal objects, such as loose change, hearing aids, underwire bras, fingernail clippers, etc., that may interfere with the imaging. Depending on the area of the body that is being X-rayed, you may be asked to change into a medical gown.

### **Expect Wait Times**

Personalized care doesn't always follow definitive time schedules, and we appreciate your understanding and patience if we keep you waiting longer than you expected. In some cases, patients require special attention, or your provider may be asked to assess a serious injury. Be assured that your doctor will make every effort to see you as soon as possible.

### **Physician Assistants**

There may be instances when you are seen by one of our physician assistants. At Northwest Orthopaedic Specialists, our nine physician assistants (PAs) work closely with our orthopaedic doctors to provide the highest level of surgical and nonsurgical care for patients. Physician assistants are highly trained and qualified healthcare providers who work under the supervision of our orthopaedic doctors to take medical histories, conduct exams, diagnose and treat bone, joint, and muscle injuries and conditions, order and interpret tests such as X-rays and MRI, prescribe medications, and assist our doctors during surgery. Our PAs are trained to recognize when patients need the attention of a supervising doctor or additional specialist.