

GENERAL INFORMATION

Welcome to our practice. Our Staff is made up of professional who work together to bring you the highest quality orthopedic care. This information is provided to answer questions most frequently asked by patients.

Our Mission: Illinois Valley Community Hospital/Illinois Valley Orthopedics is dedicated to providing exceptional care through a commitment to clinical excellence and compassion for every patient, every day.

Registration Packet

At your first appointment, or if you have not completed the forms in the office within the last 12 months, you will be asked to complete new or current patient forms that are required by our office. This information assists your physician in your care, therefore complete and accurate information is important. To help the registration process, you may go to www.IVorthopedics.com to print our registration forms, complete and bring it in with you. If you are unable to print our registration packet, please come to your appointment 30 minutes early to allow time to complete.

As part of the registration process you will receive a phone call from our Historians to complete your medical history and get more information about your injury or problem over the phone. We will have you review the information yearly, but if at any time you have any changes please let our Medical Assistants know so we have the most current medical history.

Office Hours and Making an Appointment

Our office hours are 8am to 5pm Monday through Thursday and Friday 8am to 3pm. To Schedule an appointment call our office at (815) 223-2143.

Self-Referrals

If your insurance carrier allows self-referrals, you may contact Illinois Valley Orthopedics directly without a referral from another doctor.

Physician-Referrals

If your insurance carrier requires primary care physician referrals, please schedule your appointment through you primary care physician.

Canceling an Appointment

Cancellations should be made at least 24 hours prior to your scheduled appointment time. If you know you will not be able to keep your appointment contact our office as soon as possible. If you cancel or fail to show for three consecutive appointments, we reserve the right to not reschedule your appointment.

Waiting Time

At Illinois Valley Orthopedics, we realize your time is valuable and that every patient, and their condition, is unique with different needs which may require more time than planned. Therefore, we will make every effort to provide you with the highest quality care and to minimize your waiting time. In the event of a delay or

unforeseen emergency we will notify you and give you the option to reschedule. As this is a surgical practice, there may be times that a surgery may take longer than expected or an emergency must be seen which may cause a delay in clinic. Every effort will be made to accommodate for this.

Filling Your Prescriptions

All new prescriptions are given to the patient at the time of the appointment. If you need a refill on your prescriptions, please call your pharmacy. For any Controlled substance medications (Norco, Percocet or OxyContin) please refer to the **Patient Responsibility Agreement for Controlled Substance Medications**.

Telephone Calls and Medical Questions

When you call with a routine medical question or request you will press 2 to be connected to the nurse and leave a message. Except in emergencies, our physicians or clinical staff does not accept calls while they are in clinic with patients. The physician and clinical staff will respond to your call either between patient (time permitted) or at the end of clinic (around lunch or at the end of the day). We make every effort that all calls received prior to 4pm will be returned the same day.

Request for Completion of Forms

It is Illinois Valley Orthopedics policy to timely fulfill patient requests for completion of forms. There is a 7 to 10 business day turnaround on forms.

Emergencies (Outside of Office Hours)

A physician is on-call 24 hours a day, seven days a week to handle emergencies. If you need to speak to the on-call physician please call Illinois Valley Community Hospital at 815-223-3300. If you need to be treated please go to Care Today at 310 Walnut Street in Peru. They are open weekdays 4pm to 9pm and weekends 10am to 4pm. We encourage you to call during office hours so that you have better chance of reaching your regular physician and he will have your medical records available. If you believe the emergency is serious or life threatening goes directly an emergency department for immediate care or call 911

Surgery

If you should require surgery, your clinical team will assist you in obtaining any pre-authorization from your insurance carrier may require. It is your responsibility to obtain your private insurance pre-authorization or second opinion requirements. We will be pleased to assist you as needed. Please refer to the Financial & Billing policy payment of your fees for your surgery.

In addition to oral instructions, your physician's clinical team will provide you with a surgery packet. Every effort will be made to keep your surgery on schedule; however, we are dependent on the hospital surgical facility to ensure we have the facilities and staff available to conduct your surgery. In rare cases you surgery may need to be cancelled but you will be informed as to the reason of cancellation and to reschedule your surgery.