



Getting Ready For Your Visit

Please read over the following preparation tips to become familiar with our policies and procedures prior to your appointment. **If any documents listed below are unavailable at your appointment, it may cause delays or the need to reschedule your appointment.**

If you are unable to complete paperwork, are not mobile, or are in a rehabilitation facility: we require someone accompanies you for your visit, such as a family member or friend. *Please note: Wheelchair Transit Attendant's will not stay for your visit, they will only pick you up and drop you off.*

What to Bring

Please remember to bring the following documents to your appointment:

- Government issued photo ID
- Health insurance card and co-payment for your services. We accept payment by cash, check, VISA, MasterCard, Discover and American Express.
- If coming from outside Cape Cod Healthcare, please bring copies of relevant medical records (i.e. previous operative reports, recent radiology images and/or reports such as x-rays, MRI's, CT scans, bone scans and/or ultrasounds that relate to your problem area, recent treatment notes from another provider relevant to your problem area).
- A complete list of all medications and supplements you are currently taking, as well as dosages.
- A list of any known drug allergies and their side-effects.

When to Arrive - Please plan to arrive 15 minutes early for your appointment to allow for registration and check-in. If you are late, it may not be possible for you to be seen that day. Please contact our office staff promptly if you recognize you are going to be late for your appointment to avoid any no-show/cancellation fees.

X-Rays - Very often during the course of treatment, your orthopaedic provider will require x-rays. Diagnostic x-rays are available at our facility. Please inform our staff if you have recently had an x-ray elsewhere related to your problem area.

What to Wear - Please dress so the body part you are having trouble with can be easily examined. Consider wearing layers that allow you to quickly and comfortably expose the body part of concern. Belts, jewelry and shoes must be removed in order to obtain x-rays. For physical therapy appointments, please dress in active wear and sneakers.

Billing & Insurance

Cape Cod Orthopaedics and Sports Medicine's fees are based upon the reasonable and customary charges prevailing in this area and take into account the complexity of a particular problem. Additional time and more resources are required to diagnose and treat a new problem than to follow an existing one. For this reason, fees for a new patient or new problem visit are higher than fees for a routine follow up visit. If you have questions regarding our fees, please feel free to ask one of our Patient Account Representatives for clarification.

Depending on your specific insurance policy, you may need a referral authorization from your primary care physician prior to being seen in our office. If we have not received an authorization prior to your scheduled appointment, you may be rescheduled. *Note: if you were referred to our office from the Emergency Room, or local Urgent Care Center, you still need to contact your primary care physician to obtain an insurance referral, if one is required per your plan.*

You will be asked to confirm your demographic information and to present your insurance card at each visit. This is important in order for your insurance claim to be paid by your insurance company.

Insurance Plans

We urge you to contact your insurance company with any questions you may have regarding your coverage prior to your appointment. Knowing your personal insurance benefits is your responsibility. Please notify us if your insurance changes throughout the course of your treatment.

Workers Compensation and Motor Vehicle Claims

Please notify our staff prior to scheduling your appointment if you have been involved in a motor vehicle accident or injured on the job. We will call your carrier ahead of time to verify your accident date, claim number, and authorization for services. If we have verified your claim with your insurance carrier, no payment will be necessary from you at the time of your visit. If we are not able to verify your claim **prior to** your appointment, you may need to be rescheduled.

Uninsured/Non-Covered Services - In the event you are uninsured, a deposit will be expected when you check in for your appointment. We do not accept travel insurance or out of country insurance. If you carry insurance we do not accept, payment is expected at the time of your appointment. We will provide you with the necessary information for you to complete and file your claim directly with your insurance carrier after your services are rendered. If you have been referred to us by the Emergency Room, you may be directed to speak with a Patient Account Representative prior to your first visit, in order to discuss your individual financial situation.

Balances/Collections - If you have an outstanding balance due, we appreciate prompt payment in full. If you are unable to make payment in full, please contact our billing department to discuss a mutually agreeable payment plan. If you are unable to pay for your services, it is important to inform our Self-pay Account Representative. In addition to payment plans, our office offers and accepts *CareCredit*, a payment option which you can apply for in the office. To ask for additional information, or to apply, please contact our Patient Accounts Department at (508) 568- 3765. If multiple attempts to collect payment from you are unsuccessful, we reserve the right to turn the outstanding balance due to a collection agency. Any payment made to us in the form of a check that is returned for insufficient funds will incur a **\$25.00** fee, per incidence.

Durable Medical Equipment - Your course of treatment may require the use of an orthopaedic soft good, brace, or splint to facilitate your rehabilitation. We will verify your insurance benefits and file a claim with your insurance company when applicable. In cases where your insurance does not cover the required equipment, we require payment in full at the time of service. We also offer cash items, which are to be paid for when dispensed.

Surgery - If your physician recommends surgery, you will be referred to one of our Surgical Coordinators. They will answer specific questions about the surgery scheduling process, discuss paperwork and tests involved, and complete all pre-certification/authorization required by your insurance company.

Additional Bills for Surgery and Services at Another Facility

We do not perform surgery in either of our offices. All surgical procedures will be performed in a hospital or surgical facility setting. You likely will receive bills for services rendered by the facility, anesthesiologist, radiology and/or pathology. Please be sure that you understand your insurance coverage and benefits prior to undergoing surgery.

Physical Therapy (PT), Occupational Therapy (OT) and Work Conditioning

During your initial evaluation, we will discuss your plan of care, specifically tailored to meet your medical needs and goals. Treatment may include, but is not limited to; therapeutic strengthening, functional stimulation, neuromuscular re-education, manual therapy including manipulation and mobilization, therapeutic modalities, including dry needling, gait and balance training and vestibular/sensory treatment, as medically indicated.