

Northern Wisconsin Bone & Joint Center  
7520 US Highway 51 S Ste A  
Minocqua, WI 54548-8944



Phone: 1-888-441-CURE  
Fax: 1-608-467-1393

## **Northern Wisconsin Bone & Joint Center**

# WELCOME!

Dr. Kevin Tadych and the staff of Northern Wisconsin Bone & Joint Center welcome you as a patient. Thank you for choosing our clinic. As you reside or vacation in this beautiful area, your health and wellbeing are our primary concern. We hope the information included in this brochure will help you understand our services, policies and procedures.

### **Office Hours –**

Our office hours are from 8:00 a.m. – 4:30 p.m. Mon-Fri. Our main office is located 2 ½ miles south of the Minocqua bridge.

### **Appointments –**

Our scheduled appointments are made with much forethought and preplanning since our clinic time is limited. We strive to treat our patients without prolonged wait times. However, orthopedic surgery is frequented by emergency calls, often during clinic hours. Though we make every attempt to avoid this occurrence, each patient is treated equally and is provided the appropriate time to treat their individual condition. We also realize that you have other commitments, if this is the case and your appointment is delayed and you prefer not to wait, we will be happy to reschedule your appointment.

Please be on time for your appointment. If you need to cancel your appointment, please cancel as far in advance as possible. Early cancellations give other patients the opportunity to utilize the available time slot. If you cancel or fail to show for three (3) consecutive appointments, we reserve the right not to reschedule your appointment.

### **All Visits –**

- Minors (children 18 and under) must be accompanied by their parent or legal guardian on *all appointments*.
- Please be sure to have your insurance card with you for all visits. Our office frequently asks that you provide proof of insurance. Please notify us if you change insurance carriers, drop coverage, receive new cards or in any way experience a change to your coverage.
- Co-Payments/Deductibles: For your convenience we accept--Cash, Personal Checks, Visa, MasterCard, and Discover.

### **Your First Clinic Visit –**

Make sure to bring the following:

- Your patient information forms (plan to arrive 30 minutes early if you have not completed these forms online).
- Insurance cards to ALL appointments for verification.
- Co-pay, all co-pays will be collected on each day you visit the clinic.
- Workers Compensation information (Note: Workers Compensation will not pay for your visit unless and until your employer files a first report of the incident with them. Therefore, prior to your first visit, you must notify your employer of your work injury).

When you check in for your first visit:

- We will be scanning a copy of your insurance cards into your electronic chart.
- We will ask to take your picture, which is attached to your patient file in our medical records system.
- We will be asking for your social security number, as we are essentially extending credit to you until your insurance carrier pays your claim.
- You will be given your Patient Privacy Notice and will be asked to sign an acknowledgement that it was given to you.

OVER

### **Test results –**

We must meet with you personally to discuss any test results. It is not our policy to discuss any test results over the phone.

### **Billing –**

If you have questions about a bill that you received; be sure to call the phone number indicated on the statement. When you have a procedure, you will be getting bills from both the facility as well as Northern Wisconsin Bone & Joint's office. Be sure to call the correct location with questions about a particular bill.

### **Emergencies –**

In cases where you have not made an appointment but feel that something needs medical attention soon, please call our office and we will do our very best to work you in as soon as possible. In the case where you need immediate attention, or it is after normal business hours, go immediately to the nearest Emergency Department. (ED). An ED will have a fully trained staff, able to handle every emergency.

### **Prescription Refills –**

All requests for prescription refills should be made directly to your pharmacist. Your pharmacist will then submit the request to your physician for authorization of a refill.

Please understand that by federal law some medications are NOT allowed to be called in or faxed to your pharmacy; your prescription will need to be picked up at the office. In this case, we will contact you when your written prescription is ready.

- Refills will be made during office hours only.
- Please allow up to 48 hours for a refill to be authorized.
- You are responsible for your controlled substance medication: if your prescription is lost, misplaced, or stolen, or if you “run out early,” please understand **that it will not be replaced.**

### **Surgeries –**

Surgeries will be scheduled by Dr. Tadych's staff. However, the surgery time is determined by the facility where your procedure will be performed; and they will contact you with an arrival time. If you have a change in phone number, please contact us, this is our only way to contact you to inform you of times and any changes that may arise.

### **Insurance Notifications –**

In most cases, your insurance company or Worker's Compensation carrier will require notification before they will pay for a surgery or high-end diagnostic imaging (for example, CT or MRI). You must contact your insurance company at the telephone number listed on your insurance card. If you have a work related injury, you can obtain a phone number for your Workers Compensation carrier through your employer.

### **Charges for Forms & Records –**

There is a \$5-\$20 fee for each form (hunters, parking, disability, FMLA) that is not directly related to the reimbursement of medical services. This charge is to cover the time spent by our staff and Providers to complete them. The fee must be paid before the form will be completed. For compliance purposes, the patient information portion of the form must be completed and signed before it is submitted. Please allow up to 2 weeks for completion of this form and the routing of it to the Provider for review and signature.

There is a charge to receive a copy of your medical records with the exception of continuation of care purposes. Please ask one of our staff for more information on these charges.

### **Thank you!**

We appreciate your selection of our office to meet your health care needs. We pledge to provide you with the utmost compassion and care. We take great pride in our training, abilities, and dedication and hope that you will soon share in our confidence.

Your suggestions and comments are always welcome. Also, should you have any concerns, please give us a chance to address them.