

Welcome and thank you for choosing Syracuse Orthopedic Specialists for your orthopedic care! Your trust in our knowledge and expertise is very important to us. Our goal is to provide the highest quality care for our patients in a timely and respectful manner.

KEEPING YOUR APPOINTMENT AND CHECK IN: SOS offers reminders about appointments via email, text or phone call. Please confirm and check in for your appointment if we provide you a link to do so in an email or text confirmation message beforehand. You can complete your "pre-registration/check in" from home prior to your appointment that will help expedite your check in process when you arrive at the office!

We realize that life is not always predictable and understand there are times when you must miss an appointment due to an emergency. It is your responsibility to keep your appointment and when unable to do so, notify us more than 24 hours in advance so that we may serve other patients, or you will be considered a "no show."

Multiple missed appointments, last-minute cancellations or reschedules, patterns of tardiness or any combination of the above, may lead to dismissal from the practice due to noncompliance. It is your responsibility to inform our office of any changes in your demographic information such as address, telephone numbers or email. We know your time is valuable! Delays or reschedules may occur due to unforeseen circumstances and we will try to keep our patients aware of any excessive wait times or rescheduling needs as soon as we can.

Regular office hours are Monday through Friday 8am – 5pm, phones close at 4:30pm. Please be attentive to the location information of your appointment as we have several offices.

INSURANCE & PAYMENT INFORMATION It is the patient's responsibility to find out if SOS participates with your insurance company. Each insurance company has many plans that can vary even within one employer. We have a list of participating insurance carriers on our website at sosbones.com. Whatever is not covered by your insurance plan(s) is your responsibility. Your estimated patient responsibility for services rendered is available upon request. You must present your insurance card(s) at each visit. It is your responsibility to pay your co-pays at the time of service. We accept cash, checks, money orders, Master Card, Visa and American Express. It is your responsibility to inform our office of any changes to your insurance. There is a \$25 fee for returned checks.

PATIENT PORTAL: If you have provided us your email address, you will be sent an email invitation to register for our patient portal, *Follow My Health* after you have checked in for your appointment. The email will include instructions on creating your portal account. Once you are registered with our portal, you will be able to send non-urgent messages to your provider, view your medical records, view upcoming and past appointments, and request a prescription refill or appointment. SOS will be able to submit completed forms to you through our portal. When viewing your health records, you may see results before your provider has had a chance to review them and it may take up to 3 business days for you to receive a response to messages you send through the portal.

MINOR PATIENTS (UNDER AGE 18) The parent(s), guardian(s), or adult accompanying a minor is responsible for providing current insurance information for the minor and /or payment of co-pay due at the time of service. The legal guardian will be responsible for providing their license at the first visit. SOS will not get involved in any child custody and /or divorce decrees. We expect to be provided any legal paperwork that the parents are aware of so we may appropriately communicate about the minor's medical care.

REFERRALS If the patient has an insurance plan that requires a referral to a specialist's office, it is the patient's responsibility to be sure their PCP has submitted the referral to the insurance carrier. SOS is responsible for contacting your insurance to obtain any needed authorization for continued care services that your SOS provider

may request for your treatment plan (MRI, CT scan, etc.). You are responsible to know your plans' benefits, amounts that may be owed for services rendered.

SELF-PAY PATIENTS In most cases, Self-pay patients will be given an estimate of their expected charges prior to their first appointment. Payment in full is expected prior to or at your appointment unless prior payment arrangements have been made. Patient billing representatives are available to help you with estimates and answer any self-pay billing question by calling 315-251-3140.

WORKER'S COMPENSATION It is the patient's responsibility to file an injury report with their employer. SOS requires the compensation insurance carrier, their address, employer name, date of accident and carrier claim number to bill w/comp. The patient is responsible for payment of services either through one's private insurance or as "self-pay" until SOS receives this information. Bring your job description from your employer. Your Doctor must follow New York State Workers Compensation Medical Treatment Guidelines for all patients that are treating for injuries. Regarding your disability status/work ability, our physicians will continue to provide an accurate degree of disability and work restrictions for you. **Please do not leave your appointment without a work note.** For all Federal employees, a scheduled loss of use per the AMA 6th Edition Guidelines **cannot** be given by your doctor, please contact your claims examiner.

NYS NO-FAULT SOS requires the no fault insurance carrier, their address, date of the accident, all claim numbers and the claim adjuster's name and phone number. You will be asked to sign an NF-3 application for no-fault benefits at your first appointment. We will bill no fault as a courtesy to you. If we have not received payment in a timely manner, you will receive a statement in which time it is the patient's responsibility to contact the insurance carrier.

MEDICARE ADVANTAGE PLANS Please notify Medicare that you have chosen an Advantage Plan. The Advantage Plan card you receive will be used for billing purposes. Your Medicare card will not be used for billing while you are on an Advantage Plan. Be prepared with your Advantage Plan card and your Medicare card at the time of your appointment. If you terminate your Advantage Plan, your Medicare card may become your primary insurance carrier again. It is your responsibility to understand your Advantage Plan policy and what it covers. Co-pays are due at time of service.

DISABILITY FORMS SOS will process insurance, disability forms as a service to our patients. Most forms are \$15.00 each. We ask that you please clarify with your SOS provider what their medical opinion is about your disability status at every visit and what your *restrictions* are at home or work. Please complete your section on the form(s) prior to submission and allow up to 10 business days for form completion.

NYS PAID FAMILY LEAVE: Please discuss any leave situations that will be over a weeklong period of time with your treating SOS provider. This should be done *prior* to your paperwork being completed so that your medical record is documented accordingly.

MEDICAL RECORDS REQUESTS. Your records are confidential, so your written authorization is required to obtain them. Processing time for record requests may take up to 10 business days. Fees include a CD of medical

records for \$5.00, or paper copies of .75 per page (capped at \$6.50). If viewing your records in the patient portal, you may see test results before your provider has had a chance to review them. SOS works with a partner company, CIOX, for release of information. This reputable company processes our patient records requests and will invoice the requestor for processing fees.

X-RAY/MRI COPY REQUESTS There is no charge for a paper copy of x-ray images. There will be a \$5.00 fee for any CD of images requested by a patient.

NO SMOKING/NO WEAPONS To promote a health and safe environment, we do not allow smoking, use of electronic cigarettes or weapons within 100 yards of our facility.

SERVICE ANIMALS: We allow service animals only please.

VIDEO/ PHOTOGRAPHY: For patient and provider confidentiality purposes, we do not allow photographs or video to be taken in the office.

PATIENT RIGHTS: As a patient of SOS, you have the right to

- Receive complete information and confidentiality regarding your medical condition and treatment plan.
- Complete information regarding research projects that may include him/her and the right to refuse to participate in such projects.
- Your complete medical records upon request
- Complete information regarding fees, charges and reimbursement policies of SOS
- Voice grievance and recommend changes in policies and services to SOS Management.
- Have treatment provided with consideration, respect and privacy.

PATIENT BEHAVIOR. We expect all patients to take responsibility for the energy they bring into our office. Your words matter, your behavior matters and our patients and team's matter. It is your responsibility to demonstrate respect and be considerate of caregivers, staff, other patients, property of others and the facility. There may be times where we need to discharge a patient from our practice due to behavioral noncompliance. Discharge may result from disrespectful, disruptive, or threatening behavior from a patient or their family member, no showing a surgery, failure to pay your bill on time, persistent failure to keep scheduled appointments, consistent excessive lateness to appointments, failure to follow physician recommendations, fraud or forgery.

PATIENT NONDISCRIMINATION AND ACCESSIBILITY: SOS complies with applicable Federal civil rights laws and does not discriminate or treat people differently on the basis of race, color, national origin, age, disability or sex. SOS provides free aids and services to people with disabilities to communicate effectively with us such as qualified sign language interpreters, written information in other formats, free language services to people whose primary language is not English such as qualified interpreters and information written in other languages. If you need these services, please contact a Supervisor at an SOS office or Administration at 315-251-3185.

THANK YOU FOR CHOOSING SOS!

12.28.22