



You have an appointment scheduled at SOS. If you have questions or need to reschedule please call us at 315.251.3100 8:00am to 4:30pm, Mon-Fri at least 48 hours prior to your appointment. An hour before your reserved appointment time you may receive a text message with your expected arrival time along with a link that you should press after you arrive in the SOS parking lot. For those with appointments earlier than 8am, we expect you at your reserved appointment time and ask that you do not come in any earlier.

We would like to take this opportunity to welcome you as a patient to our practice. Our goal is to make your visit as informative and productive as possible. We have visitor restrictions in place as we are committed to the health and wellbeing of our employees, patients and community. Everyone must have a face covering on before entering our facilities and must keep it on throughout their visit. Please call our office if you are not feeling well, are immunocompromised or have severe underlying medical conditions prior to coming in for your appointment.

It is important for you to fill out new patient paperwork by going to WelcometoSOS.com as soon as you receive this letter. Providing your email address allows us to send you a link to sign up for our patient portal and access its many features and is required if you are having a virtual visit. We may also send you a follow up experience survey regarding your visit and alert you when there are unread messages in the patient portal.

SOS offers Virtual Visits known as Telemedicine for certain appointments that allow patients, whose condition does not require them to be physically present at a SOS office, to schedule a video visit with a SOS specialist. Visit sosbones.com to learn about virtual visits.

To promote a healthy and safe environment, we do not allow smoking, use of electronic cigarettes or weapons within 100 yards of our facility. For patient and provider confidentiality purposes, we do not allow photographs or video to be taken in the office. We allow service animals only.

You will need to be prepared with the following at your first appointment:

- Insurance card and any work comp or no-fault info
- List of all medications (Prescription or not)
- Be prepared to give your medical history
- Emergency Contact Information
- Your list of questions to ask the doctor
- Co-Payment required by your insurance
- If patient is under the age of 18, a parent or legal guardian must be present at their appointment
- Photo ID

If you have had any diagnostic imaging done related to your clinical issue:

- Call the diagnostic facility where you had your imaging (X-rays, MRI, CT scans) and ask if they send their images and reports to the RHIO (HealtheConnections). If they do not, you are required to pick up a CD of those images and results at the facility and bring them with you to your appointment.
- HealtheConnections is a group of healthcare organizations that exchange medical information amongst providers. We will ask for your written consent at your visit.
- If you had images at SOS, there is no need to do anything further.
- Please bring any reports/results of EMG/ Nerve tests you may have had done.

Hip, knee, ankle or foot visits

- Please bring or wear cotton shorts with only an elastic waistband. We will have paper shorts available if you are unable to provide your own.

Shoulder visits

- Please bring or wear a tank top

Spine visits

- Bring elastic shorts with no zipper or metal

Thank you for choosing SOS for your orthopedic care. We look forward to meeting you.