



Welcome to Prosthetic & Orthotic Care, Inc.

Thank you for choosing P&O Care, Inc. Our friendly staff is ready to help you with all your prosthetic and/or orthotic needs. Our goal is to provide you with high quality, cost-effective care and service under the direction of your physician.

To help you prepare for your first visit, we have created this handy guide.

- **Patient Information Forms**
- **What to Expect on Your First Visit**
- **Follow-Up Visits**
- **Insurance Coverage**
- **Frequently Asked Questions**

Patient Information Forms

You can save time in the waiting room by completing the Patient Information Forms before you come in. These forms can be found on our web site.

- Patient Information Form
- Patient Acknowledgment Form

By law, we are also required to provide you with:

- Summary of Notice of Privacy Practices
- Medicare Supplier Standards

Please complete the Patient Information and Patient Acknowledgment Forms prior to your appointment.

What to Expect on Your First Visit

When you call to schedule your first appointment, our receptionist will ask you about your specific situation so we can properly prepare for your initial visit. We will ask who referred you to us, if your doctor has given you a prescription and what insurance coverage you have. We will try to schedule a time that is convenient for you.

Plan on arriving at least 15 minutes early. You will be asked to fill out our medical information forms and we will make a copy of your insurance card.

What information should you bring?

You should bring your prescription from your Doctor, insurance information and X-rays (if available). If you already have prosthesis / orthosis be sure to bring it along even if it is broken or you have outgrown it. It is also a good idea to have a family member or close friend accompany you. They will help you remember conversations, instructions and will most likely ask questions you may not have thought to ask.

What should you wear?

You will need to wear or bring appropriate clothing to your appointment. If you are being seen for:

- Lower limb brace or lower limb prosthesis wear shorts.
- Spinal / Back brace, upper limb brace or upper limb prosthesis wear a tight fitting t-shirt.
- Scoliosis brace wear a tight fitting t-shirt and bring your x-rays*.

When You Arrive.

You will be shown to a patient room specific to your needs and one of our practitioners will begin their initial, comprehensive evaluation. You will be asked questions about the nature of your condition and probing questions about your lifestyle, interests and levels of activity. The more we know about you and how you live, work and play, the more effective we will be in successfully creating a device appropriate to your needs. We will discuss you options.

Measuring for the device.

Depending on your situation the practitioner may measure or take a custom impression for your prosthetic or orthotic device.

Schedule your follow-up visit.

As you leave you will be asked to make a return appointment for the actual fitting of your prosthetic or orthotic device.

Follow-up Visits

The initial follow-up fitting visit

When you return, your practitioner will fit the prosthetic or orthotic device. We will make adjustments if necessary. In most cases you will be able to leave our office the same day with your new device.

Additional fitting visits

Some devices are more complicated and may require significant adjustments in order to fit and function to their fullest. You may have to return for final adjustments. We will do our best to keep the number of visits to our office to a minimum. We want you to leave with the best fitting device possible.

Follow-up visits

Additional follow-up visits and maintenance appointments may be scheduled to make sure the device is working properly and that you are wearing it correctly. Your practitioner will also discuss the coordination of your follow-up care with your physician and/or therapist

Insurance Coverage

Many insurance policies require the patient to pay for a percentage of our charges and an annual deductible. **You are responsible for paying a portion of this amount at your first appointment, usually half of the total amount for which you are personally responsible.** Your entire coinsurance and deductible is due before your prosthetic or orthotic device is delivered. Please be aware that coinsurance is not the same as co-pay.

Please call your insurance company to verify your coverage for prosthetics and/or orthotics and to verify your coinsurance percentage and deductible amount. Our office staff will also be available to assist you in confirming your coverage and financial responsibility.

Questions?

Please call us if you have any questions. You can find the number to your P&O Care, Inc. patient care location on our website at www.PandOCare.com. Our office hours are Monday - Friday, 8:00 – 4:30. If you are unable to make your appointment, please call us as soon as possible so we may reschedule your appointment. We look forward to seeing you soon!