

General Information

We have provided our surgical scheduling team with a voice mail system that offers you access around the clock. We realize that there may be times when you are unable to speak with us directly, so please feel free to leave a private, detailed message anytime. Providing us with a detailed message allows us to begin or sometimes even complete the scheduling and pre-certification of your procedure.

Our goal is to schedule your case as quickly and as efficiently as possible. We appreciate your patience during this process.

Thank you for allowing us to provide your care.

DISABILITY FORMS

If your employer requires a letter of leave for work, or has a Family Medical Leave Act (FMLA) form to be completed, we will be happy to complete them. This is a free service to our patients. Disability forms for supplemental insurance require a \$10 fee per form. This fee includes administrative expenses and cost of providing your medical records when indicated. Please allow 7-10 business days for any forms to be processed. If your employer requires any other specific forms to be filled out, you may have them faxed or mailed to:

Bayside Orthopaedic Sports Medicine & Rehab
Attn: Disability
PO Box 1186
Fairhope, AL 36533
FAX # 251-928-5099

Surgery

We understand that preparing for and having surgery can be very stressful. Our unique surgical team is committed to providing you with the highest quality of care and is here to make this process as easy for you as possible. This brochure is a guide through the surgical process. We look forward to working with you. Please feel free to call should you have any questions during this process.

Bayside Orthopaedic Sports
Medicine & Rehab Center

251-928-2401

www.baysideortho.com



PREPARING FOR SURGERY



Carl Albertson, MD

Daniel Matthews, MD

Joey Carter, MD

T. Gregg Terral, MD

William Roberts, MD

Clay Rainer, MD

Todd Edmiston, MD

Fairhope

Foley

Bay Minette

Evergreen

www.baysideortho.com

SCHEDULING YOUR SURGERY

The scheduling process begins after your visit with the surgeon. Your surgeon provides the surgical orders to our pre-operative team. They begin coordinating the surgeon's orders with the hospitals, your insurance company and other affiliates needed in planning your surgery. Within 3 business days after your visit, a coordinator will contact you. We understand you are anxious to schedule your procedure and that you often have family scheduling issues that you face when planning your surgery. We caution you not to make any personal arrangements until your surgery date is confirmed by our office. We are happy to accommodate your needs as much as possible and appreciate your flexibility.

IT IS EXTREMELY IMPORTANT TO PLAN AND CHOOSE YOUR DATE CAREFULLY!

We understand that the "unexpected" can arise and that changes may need to be made. It is very important to limit as many changes as possible. Any change in your procedure can affect every patient scheduled that day.

Once you have selected your surgical date and have met your financial obligations, you will receive a surgical confirmation letter containing pre-operative and post-operative appointment instructions. If your physician prescribes physical therapy after your procedure, our surgical team will schedule your initial evaluation for you.

IT IS IMPORTANT TO READ AND FOLLOW THESE INSTRUCTIONS CAREFULLY PRIOR TO SURGERY!

Once your surgery has been confirmed, you will be notified by our staff or by the surgical facility with the arrival time for your procedure.

INSURANCE AUTHORIZATION

Your pre-operative team will contact your insurance carrier for verification and authorization for your procedure. Please be aware that you are responsible for any co-insurance and deductibles per your insurance plan. Our Patient Account Representatives will also check to see if you have any outstanding balances due to us.

We are unable to schedule elective surgery or procedures until your current patient balance and any surgical co-pays are paid in full. We are happy to take a credit card payment over the phone or you may visit one of our local offices to make a payment.

You can expect to see billing statements from the hospital facility, the anesthesia provider, radiology services and your surgeon. We suggest you contact the hospital's Patient Accounts department about your financial obligations to them. They can direct you to the Anesthesia and Radiology departments for their billing information. In addition, you may see a charge for services for a Physician Assistant (PA) on your insurance claims report. The PA helps your surgeon with your procedure and any inpatient hospital care. We accept only what your insurance pays for PA services.

SELF -PAY PATIENTS

Our billing department will contact you regarding your surgical fees and payment options.

YOUR SURGICAL TEAM

PRE-OPERATIVE TEAM:

Our surgical team will work directly with your surgeon and are available to assist you throughout your surgical process. Please do not hesitate to contact them at any time.

Laura **251-210-3212**

Surgery Scheduler for

Dr. Dan Matthews

Dr. Joey Carter

Dr. Todd Edmiston

Terri **251-210-3213**

Surgery Scheduler for

Dr. Carl Albertson

Dr. Gregg Terral

Dr. William Roberts

Becky **251-928-2401**

Procedure Scheduler for

Dr. Clay Rainer

POST-OPERATIVE CONCERNS:

Should you have any concerns after surgery, please call our office at
251-928-2401

Tell the phone operator that you are a post-op patient .