

OCTOBER



**GUILFORD
ORTHOPAEDIC**
AND SPORTS MEDICINE CENTER
A Division of Southeastern Orthopaedic Specialists, P.A.

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2015 NEWSLETTER



“What patients can expect when scheduling an appointment with Guilford Orthopaedics”

We are changing our newsletter format this month;

Our focus in October is Appointment Scheduling and to Spotlight our Front Office Team.

Guilford Orthopaedic and Sports Medicine Center is here to help you with all of your Orthopaedic needs. We offer same day appointments.



First, let's provide the information about scheduling an appointment with our office. The first time you call to make an appointment please have your insurance card and policy information available. Our staff will record this information in our computer and go over your copayment or deductible requirements with you.

The Front Desk Team member will ask for information about your orthopaedic needs and locate an appointment with our physician that best suits your schedule; they will provide you with the specific date and time, along with the arrival time for your first appointment. The Front Desk Team member will direct you to our website where you can print and prepare the New Patient paperwork (specific to your physician) at your convenience prior to your appointment. The website for this paperwork is www.guilfordortho.com, select clip board and “patient forms”. We ask new patients to arrive 30 to 45 minutes prior to their appointment so we can create your medical chart. If you are unable to complete the paperwork in advance we can provide the documents to you upon arrival on the day of your appointment, let our team member know to print the forms for you. Please allow extra time to complete those forms.

When you arrive for your scheduled appointment the Front Desk Team member will greet you, present paperwork for you to complete, take your picture for your chart, request your insurance card along with a photo ID. If your insurance policy requires you to pay a portion of your visit, such as a copayment, the Front Desk Team member will collect payment from you at that time. Remember to bring your MRI or CT reports and CD with you to your visit.

Patients who do not have health insurance are required to pay a fee of \$250.00 at the check in desk upon arrival for their appointment. The Front Desk Team member will ask for a photo ID and payment.

All patients' medical history records are updated at least once a year and sometimes more often, if needed.

Please let us know when insurance, address, phone number(s) and other pertinent information changes.

“FIRST IMPRESSIONS ARE LASTING IMPRESSIONS”

We are very proud of our Front Office Team!

The first interaction you experience with our office will be with our knowledgeable and professional front office team. When calling our office you can expect to hear a live front office team member answer your call. The front office staff here at Guilford Orthopaedics are always eager to help patients and willing to make every effort to provide patient satisfaction with each point of contact. We are fortunate to have these friendly and personable team members. Please tell one of our team members how they can assist you.



Guilford Orthopaedics strives to ensure the best experience and availability to ALL our patients!

We are open Monday- Friday 8 am-5:30 pm & Saturdays from 9 am until 1 pm. Be sure to call 336-275-3325 to schedule your appointment.

If after hours please visit our Urgent Care located at 1130 N. Church Street Greensboro, NC 27401 or call 336-235-BONE(2663). They are open M-F 5:30 pm until 9 pm and Sat. 9am until 2 pm/Sun. 10 am until 2 pm.

