



EXCELLENCE
IN ORTHOPEDICS

PRESS RELEASE

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FOR IMMEDIATE RELEASE

OrthoCarolina Opens New Pineville Office

All subspecialty office moves into renovated, upfitted space formerly occupied by Bi-Lo

CHARLOTTE, N.C. (August 5, 2019) – OrthoCarolina has re-opened its Pineville location in a repurposed, fully renovated location that previously housed a Bi-Lo grocery store. The new, larger space features an interior design and aesthetic layout intended to be more modern, fresh and inviting. It also offers a clinic framework that puts patient experience at the forefront of the entire process through outstanding service.

“We are continuously looking for innovative ways to improve patient care and the patient experience, while accommodating the growth of our existing offices,” said Bruce Cohen, MD, CEO, OrthoCarolina. “It has been an exciting project to upfit and remodel an existing space, transforming it into a destination for best-in-class orthopedic care.”

OrthoCarolina has implemented technology to create seamless transitions throughout each patient visit, including software to optimize patient efficiency and reduce wait times. Additional features include a kiosk check-in and iPad-supported patient forms. The new space features 30 patient rooms across five halls, an increase from 18 rooms at the previous location. OrthoCarolina Pineville has a highly-trained customer service team empowered to help manage patient flow and offer consistent first-class customer care.

“By predicting issues before they arise, we can lessen wait times and improve the patient experience as a whole,” said Cohen. “We’ve established a structure that enables the right team members to take action when necessary as part of ongoing goals to reduce time spent in the waiting room, improving the efficiency of each office visit.”

OrthoCarolina Pineville sees patients for all general orthopedic needs and subspecialties, including hip and knee, shoulder and elbow, sports medicine, foot and ankle, spine and pediatrics. The office is anchored by physicians Scott Burbank, MD, John P. Ternes, MD, and John Temple MD, as well as three physician assistants and nine traveling physicians that have office hours throughout the week.

OrthoCarolina Pineville Therapy Services is located on site at OrthoCarolina Pineville and offers both physical therapy and occupational therapy services. In addition to orthopedic surgical and non-

surgical therapy services, additional specialized services include: return-to-sport and athletic injuries, hand therapy, and aquatic therapy, which helps patients with muscle strength, balance, posture, endurance, agility, coordination, function and body mechanics in a nearly weightless environment.

OrthoCarolina Pineville is located at 9191 Pineville-Matthews Road; Suite D. For more information, visit orthocarolina.com.

About OrthoCarolina

With expert physicians and care providers in locations throughout our region, OrthoCarolina is one of the nation's leading orthopedic practices and your destination for comprehensive orthopedic care. Our expertise in the areas of foot and ankle, hand, hip and knee, shoulder and elbow, spine, sports medicine and pediatrics to offer a continuum of care unmatched in our region — and throughout the country.

OrthoCarolina. You. Improved.

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