

PATIENT HANDBOOK AND JOURNAL

WELCOME

OrthoCarolina

EXCELLENCE
IN ORTHOPEDICS

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WELCOME



We are honored that you chose OrthoCarolina for your upcoming surgery. Thank you.

The OC team has developed this Resource Book and Patient Journal to assist you in preparing for your surgery and care experience. We ask that you take this book with you to every physician office visit, all other appointments and to the hospital or surgery center. As your Patient Navigator, I will be referencing this book and we will enter important information that is needed for you and your care coach. It is our intent to prepare you and your care coach for your entire care journey and to help eliminate any barriers or problems along the way.

Communication is important and filling out the journal portions of the book with appointment dates, questions that you don't want to forget to ask, progress and milestones will help all of us keep on track.

Your care plan will be created especially for you by your physicians, physician assistants, nurses, therapists and hospital caregivers. This plan will be reflected in this book and we will use it as your guide. We ask that your care coach become familiar with the book and contribute as needed to ensure that we address what is important to you as we want to alleviate as much stress as possible.

The OC team wants your surgery to be successful and we strive to deliver an excellent experience. I will be in contact with you along the way, and I look forward to being your Patient Navigator.

Thank you, once again, for choosing OrthoCarolina.

Sincerely,

Patient Navigator

ABOUT ORTHOCAROLINA



With expert physicians and care providers in locations throughout our region, OrthoCarolina is one of the nation's leading orthopedic practices. We bring 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.

Formed in 2005, by the merger of Charlotte Orthopedic Specialists and Miller Orthopaedic Clinic, OrthoCarolina is one of the nation's most comprehensive orthopedic practices. With a staff of more than 120 physicians and 1,200 employees, OrthoCarolina provides advanced specialty care and general orthopedics, supported by physical medicine and rehabilitation, physical therapy, advanced imaging and orthopedic urgent care centers. OrthoCarolina has 33 locations throughout the region, and serves patients from throughout the Southeast and across the country. In 2013 the group had more than 1,000,000 combined patient encounters.

For more than 80 years, the predecessor groups of OrthoCarolina provided the highest quality orthopedic care to patients in the Charlotte, North Carolina region. In the 1920s, Dr. John Stuart Gaul, grandfather to our current Dr. Gaul III, pioneered an orthopedic practice in Charlotte rehabilitating wounded soldiers from WWI while earning a General Washington Offices Award of Merit for his dedication. At the same time Dr. Oscar Lee Miller, a future president of the American Academy of Orthopedic Surgeons, was also starting a practice to serve the North Carolina Orthopedic Hospital for the treatment of crippled children that would grow to become the Miller Orthopedic Clinic.

During the 1940s, prior to the development of the polio vaccine, Drs. Miller and Gaul worked to manage and treat the effects of polio throughout North Carolina — and share the knowledge and techniques with others, locally and internationally.

Both practices continued to grow through the 1950s, and in 1955, a third orthopedic group, the Charlotte Orthopedic Clinic was established. The 1970s brought the start of a residency training program at Charlotte Memorial (now Carolinas Medical Center), as well as the first surgeries at the Orthopedic Hospital of Charlotte, now Novant Charlotte Orthopedic Hospital. The 1980s and 1990s brought new offices to support growing networks of community hospitals, the creation of numerous fellowship training programs to supplement the residency program, and the merger of Gaul Orthopedic, Nalle Orthopedic, Lake Norman Orthopedic and Charlotte Orthopedic Clinics into Charlotte Orthopedic Specialists. At the same time, affiliated research institutes were growing and Miller Orthopedic Clinic was adding practices in Shelby and Monroe as well as affiliating with multiple other regional providers.

ABOUT ORTHOCAROLINA



2005 brought the merger of Miller Orthopedic Clinic with Charlotte Orthopedic Specialists into OrthoCarolina, a move that aligned both strategically around a mission of excellence and created one of the most comprehensive musculoskeletal care practices in the country. The merger has facilitated the:

- » Expansion of our advanced specialty care into more communities,
- » Growth of the orthopedic residency program as well as fellowships in Sports Medicine, Spine, Foot and Ankle, Hip and Knee Replacement, Hand and Physiatry'
- » Substantial growth of orthopedic research through the OrthoCarolina Research Institute,
- » Adoption of sophisticated technology for medical records, quality reporting and business intelligence,
- » Opening of multiple Orthopedic Urgent Care Centers to provide weekend and evening access,
- » Growth of imaging, therapy, fluoroscopic injections, post-surgical and DME service lines, and
- » Expansion into communities throughout western North Carolina from Boone to Laurinburg, and, coming in 2014, northeast to Winston-Salem.

In 2013 OrthoCarolina partnered with the Cleveland Clinic, the Rothman Institute in Philadelphia, and the CORE Institute in Phoenix to found the National Orthopedic and Spine Alliance – a partnership whose mission is to create a national consensus on the highest quality care of musculoskeletal conditions at an affordable price.

Since our founding, we have been devoted to our patients, our community and our profession. We continue to generate unprecedented growth through new locations, additional service lines and new providers joining the group, giving patients greater access to care and OrthoCarolina greater resources to continue improving our patients' outcomes and experience of care. We are extremely proud of our heritage and our vision for the future, and we look forward to you being part of the legacy of OrthoCarolina.



WHAT IS THE COORDINATED CARE PROGRAM AND WHY DO I NEED A PATIENT NAVIGATOR?

The Agency for Health Research and Quality (AHRQ) investigated what coordinated care means and discovered that a great deal of variation is present leading to a lack of consensus. Taking more than 40 definitions into consideration, the Agency decided to develop a broad definition of this concept and it is as follows:

“Care coordination is the deliberate organization of patient care activities between two or more participants (including the patient) involved in a patient’s care to facilitate the appropriate delivery of health care services. Organizing care involves the marshalling of personnel and other resources needed to carry out all required patient care activities and is often managed by the exchange of information among participants responsible for different aspects of care.”

With this definition in mind, navigators are needed so our patients and their significant others don’t fall through the cracks. Offering navigation services to our patients contributes to the success of care coordination. Due to the complexity of the healthcare system, many people play important roles in your healthcare journey but it isn’t always coordinated and patients get lost in the overall system.

The OC Patient Navigator role was developed to take ownership for this system of care so that risk is minimized, costs are contained, quality of care is achieved and maximized, and you, as our patient and those helping you through your surgery are experiencing an easier pathway.

The Navigator shall be the person to coordinate your schedule, the calls, and the information shared. You, as our patient should not have to worry about mixed messages received from different programs and then try to determine which choices to make. Through care coordination, barriers are removed, and knowledge enhanced.

As complexity in healthcare increases, so does intervention from the Navigator for Coordinated Care. The OC Navigator is a true patient partner.

PHYSICIAN ASSISTANTS



Dear Patient:

Physician Assistants (PAs) are licensed healthcare professionals who practice medicine as part of a team with a physician. As part of their comprehensive responsibilities, PAs conduct physical exams, diagnose and treat illness, order and interpret tests, assist in surgery and write prescriptions. Within the physician-PA relationship, physician assistants exercise autonomy in medical decision making and provide a broad range of diagnostic and therapeutic services. A PA's practice may also include education, research and administrative services. OrthoCarolina employs many Physician Assistants and would like you to understand their role and the value they bring to our practice.

The relationship between our physicians and physician assistants is one of mutual trust and respect. The physician assistant is a representative of the physician, treating the patients in the style and manner developed in partnership with the supervising physician. Our physician assistants are board certified, licensed by the state of North Carolina, are medical staff members at all local hospitals and receive specialty orthopedic training by our physicians. Many have worked and trained extensively in the field of orthopedics.

If you would like more information regarding the physician assistant profession and/or physician assistant utilization, please let a member of our staff know.

Sincerely,

Timothy A. Pysell, DrHA, MMSc., PA-C

Director of Physician Assistants
OrthoCarolina

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PATIENT & CARE COACH AGREEMENT



As we welcome you to the Coordinated Care Program, OrthoCarolina believes that it is important for you to have a strong support system in place as you prepare for and have surgery. We would like you to select, what we refer to as a Care Coach, to take this journey with you. This should be a family member or friend who knows you well; someone that can be with you before, during, and after surgery. They will be there to help you understand each process along the way and will be your cheerleader!

Some of the things that you and your Care Coach will learn from the OrthoCarolina, hospital, and physical therapy staff are:

- » Adequate diet before and after surgery to help the healing process
- » Correct exercises to do before and after surgery
- » Proper use of all the equipment that you will be using
- » How to do routine activities such as sitting in a chair, walking, going up and down stairs, getting dressed and undressed, and getting in and out of your vehicle
- » How to control you pain with pain medicine, using ice, positioning your body so that you are comfortable, and other ways to help distract you from the pain
- » How to change your bandages after you are discharged

OrthoCarolina and your hospital staff want to provide you with excellent care. We want you and your Care Coach to have all the information that you need so that you will have an excellent recovery. When all members of the team work together your rehabilitation will be faster and easier. We are glad that you have chosen OrthoCarolina for your orthopedic healthcare needs.

Agreement:

I agree to be the Care Coach before, during and after surgery for _____.
I understand that I am an important part of the team to ensure their recovery and I commit to helping them by doing the things that are necessary to ensure their success.

As their Care Coach, I agree to help them with exercises prescribed by their physical therapist in between sessions. I will notify the therapist or nurses if I notice anything unusual during the course of recovery.

Signature of Care Coach

Signature of Patient

Date