

PREPARING YOU FOR YOUR ORTHOPEDIC SURGERY

THANK YOU FOR CHOOSING ORTHOCAROLINA FOR YOUR SURGERY.

In an effort to better assist you with your upcoming surgery, we have created this brief overview and outline of what you can expect:

1. An OrthoCarolina scheduler will contact you within 3–5 business days to determine the date and time for your surgery. You will have the opportunity to discuss any questions you may have with your scheduler. (If you have not heard from your scheduler after 5 business days, please contact our office either through our patient portal or by phone).
2. The scheduler will assist you in choosing the best date for your surgery based on a few factors:
 - a. Your insurance.
 - i. Most insurance's require at least 21 business days for the authorization process. Scheduling within the 21 day time frame may result in a cancelled or rescheduled surgery.
 - ii. Insurance determines where surgery is performed in order to optimize your benefits.
 - b. Your schedule, including the availability of someone to assist you after surgery.
 - c. Your surgeon's schedule and operating room availability at the surgical location within your insurance network.
3. A patient questionnaire will be uploaded in the Patient Portal once your surgery has been scheduled. **Please do your best to complete this questionnaire within 48 hours prior to surgery to help avoid any need for it to be cancelled or rescheduled.** Please inform your scheduler if you do not have internet access or have not given us your email address.
4. Should they be needed, the OrthoCarolina scheduler will also coordinate the following appointments with you:
 - » Pre-operative clearance
 - » Anesthesia interview
 - » Post-op appointment
 - » Pre and/or post op therapy
5. In some cases, the clinical staff will send prescriptions for pre-operative medications to your pharmacy.
6. A surgical packet will be uploaded to the patient portal or mailed to you. It is important that you review this packet.

If you have any additional surgical/medical questions, we recommend you submit your message via our Patient Portal. Responses are secure and generally quicker than leaving a voice mail.

Simply go to www.orthocarolina.com/portal, log in, and click on Messages to send your question directly to your physician team.

You may still contact the surgery scheduler _____

by phone at _____ or Medical advice line at _____.

YOU. IMPROVED.

OrthoCarolina

OUR MISSION: *To provide quality care and create a healthier community.* | ORTHOCAROLINA.COM