

Welcome and thank you for choosing Syracuse Orthopedic Specialists for your orthopedic care! Your trust in our knowledge and expertise is very important to us. Our goal is to provide the highest quality care for our patients in a timely and respectful manner.

**NEW PATIENTS:** Please go to [welcometosos.com](http://welcometosos.com) to view welcome video and fill out patient forms.

**KEEPING YOUR APPOINTMENTS:** SOS offers reminders about appointments via email, text or phone call. Please respond to these reminders. We realize that life is not always predictable and understand there are times when you must miss an appointment due to emergencies that may arise. Please contact us **more than** 24 hours ahead of time to cancel or reschedule your appointment or you will be considered a “no show.”

Multiple missed appointments, last-minute cancellations or reschedules, patterns of tardiness or any combination of the above, may lead to dismissal from the practice due to noncompliance. Always update us on any changes to your phone numbers, email or mailing address. We make every effort to stay on time with scheduled appointments as our providers know your time is valuable! Delays or reschedules may occur due to unforeseen circumstances and we will try to keep our patients aware of any excessive wait times when in the office and give as much time as we can to notify you of any rescheduling needs.

Methods to contact us include responding timely to an email, text or phone call confirmation prior to the day before the appointment, calling our office during regular business hours (800a-430p weekdays) or contacting us through our website. Please be attentive to the location information of your appointment.

**ARRIVING FOR YOUR APPOINTMENT:** If your appointment is between the hours of 8am and 430pm during the week, we require you to arrive 15 minutes before your reserved appointment time. SOS administers safety precautions during the COVID pandemic. Depending on your appointment time, you may receive a same-day appointment text from our office, advising you to remain in your vehicle once you arrive at our office and click the link we provide in the text to begin your check in process. Add SOS and our 315.251.3100 main phone number to your contacts in an attempt to override any potential “spam” warnings.

**INSURANCE & PAYMENT INFORMATION** It is the patient’s responsibility to find out if SOS participates with your insurance company. Each insurance company has many plans that can vary even within one employer. We have a list of participating insurance carriers on our website at [sosbones.com](http://sosbones.com). Whatever is not covered by your insurance plan(s) is your responsibility. Your estimated patient responsibility for services rendered is available upon request. You must present your insurance card(s) at each visit. Your co-pay is due at the time of service. We accept cash, checks, money orders, Master Card, Visa and American Express. Please confirm your address, phone and insurance are up to date. There is a \$25 fee for returned checks.

**PATIENT PORTAL:** If you have provided us your email address, you will be sent an email invitation to register for our patient portal, *Follow My Health* after you have checked in for your appointment. The email will include instructions on creating your portal account. Once you are registered with our portal, you will be able to message your provider, view your medical records, view upcoming and past appointments, and request a prescription refill or appointment.

**MINOR PATIENTS (UNDER AGE 18)** The parent(s), guardian(s), or adult accompanying a minor is responsible for providing current insurance information for the minor and /or payment of co-pay due at the time of service. The legal guardian will be responsible for providing their license at the first visit. SOS will not get involved in any child custody and /or divorce decrees. We expect to be provided any legal paperwork that the parents are aware of so we may appropriately communicate about the minor’s medical care.

**REFERRALS** If the patient has an insurance plan that requires a referral to a specialists' office, it is the patient's responsibility to be sure their PCP has submitted the referral to the insurance carrier. SOS is responsible for contacting your insurance to obtain any needed authorization for continued care services that your SOS provider may request for your treatment plan (MRI, CT scan, etc.). You are responsible to know your plans' benefits, amounts that may be owed for services rendered.

**SELF-PAY PATIENTS** Self-Pay patients are required to pay a down payment of \$200 at their first appointment. The \$200 fee collected may not be the entire amount due for your visit. You will be billed for any remaining balance.

**WORKER'S COMPENSATION** It is the patient's responsibility to file an injury report with their employer. SOS requires the compensation insurance carrier, their address, employer name, date of accident and carrier claim number to bill w/comp. The patient is responsible for payment of services either through one's private insurance or as "self-pay" until SOS receives this information. Bring your job description from your employer. Your Doctor must follow New York State Workers Compensation Medical Treatment Guidelines for all patients that are treating for injuries. Regarding your disability status/work ability, our physicians will continue to provide an accurate degree of disability and work restrictions for you. **Please do not leave your appointment without a work note.** For all Federal employees, a scheduled loss of use per the AMA 6<sup>th</sup> Edition Guidelines **cannot** be given by your doctor, please contact your claims examiner.

**NYS NO-FAULT** SOS requires the no fault insurance carrier, their address, date of the accident, all claim numbers and the claim adjuster's name and phone number. You will be asked to sign an NF-3 application for no-fault benefits at your first appointment. We will bill no fault as a courtesy to you. If we have not received payment in a timely manner, you will receive a statement in which time it is the patient's responsibility to contact the insurance carrier.

**MEDICARE ADVANTAGE PLANS** Please notify Medicare that you have chosen an Advantage Plan. The Advantage Plan card you receive will be used for billing purposes. Your Medicare card will not be used for billing while you are on an Advantage Plan. Be prepared with your Advantage Plan card and your Medicare card at the time of your appointment. If you terminate your Advantage Plan, your Medicare card may become your primary insurance carrier again. It is your responsibility to understand your Advantage Plan policy and what it covers. Co-pays are due at time of service.

**DISABILITY FORMS** SOS will process insurance, disability forms as a service to our patients. We ask that you please clarify with your SOS provider what their medical opinion is about your disability status is at every visit and what your restrictions are at home or work. Please complete your portion of the form first and give it to a receptionist or mail it to us at 5719 Widewaters Parkway, Syracuse N.Y. 13214 with a \$15.00 payment as soon as you receive it. Credit card payments or checks are accepted for payment. Please allow up to 10 business days for completion of the form, not including holidays.

**NYS PAID FAMILY LEAVE:** Please discuss any leave situations that will be over a weeklong period of time with your treating SOS provider. This should be done *prior* to your paperwork being completed so that your medical record is documented accordingly.

**MEDICAL RECORDS REQUESTS.** Your records are confidential, so your written authorization is required to obtain them. Processing time for record requests may take up to 10 business days. Fees include a CD of medical records for \$5.00, or paper copies of .75 per page (capped at \$6.50). SOS works with a partner company called CIOX for release of information. This reputable company processes our patient records requests and will invoice the requestor for processing fees.

**X-RAY/MRI COPY REQUESTS** There is no charge for a paper copy of x-ray images. There will be a \$5.00 fee for any CD of images requested by a patient.

**NO SMOKING/NO WEAPONS** To promote a health and safe environment, we do not allow smoking, use of electronic cigarettes or weapons within 100 yards of our facility.

**SERVICE ANIMALS:** We allow service animals only please.

**VIDEO/ PHOTOGRAPHY:** For patient and provider confidentiality purposes, we do not allow photographs or video to be taken in the office.

**PATIENT BEHAVIOR** In order to provide a safe, respectful, and pleasant experience for all of our patients and guests, there may be times where we need to discharge a patient from our practice due to behavioral noncompliance. Some reasons we may be forced to do so are due to threatening, rude or loud behavior, no showing for a surgery, failure to pay your bill on time, persistent failure to keep scheduled appointments, consistent excessive lateness to appointments, failure to follow physician recommendations, fraud or forgery.

**PATIENT NONDISCRIMINATION AND ACCESSIBILITY:** SOS complies with applicable Federal civil rights laws and does not discriminate or treat people differently on the basis of race, color, national origin, age, disability or sex. SOS provides free aids and services to people with disabilities to communicate effectively with us such as qualified sign language interpreters, written information in other formats, free language services to people whose primary language is not English such as qualified interpreters and information written in other languages. If you need these services, please contact Pamela Hilliar at 315-251-3185 or a Supervisor at an SOS office.

**THANK YOU FOR CHOOSING SOS!**