

## Preparing for Your Visit

Thank you for choosing UNC Orthopaedics for your musculoskeletal care. This is a guide for new patients preparing to visit our outpatient clinics.

In this guide you will find the following information:

- Making or Changing an Appointment
- Items to Bring With You
- Getting to Our Clinic
- On the Day of Your Visit
- Paying for Services
- X-Ray FAQs
- Your Care Team
- Our Teaching Mission
- Orthopaedic Urgent Care
- Questions for Your Doctor

If you do not find the information that you need in this guide, please visit our website:

[www.uncortho.org](http://www.uncortho.org)



*Caring for the Tar Heels Since 1952*



# Making or Changing an Appointment

## For New Patients:

Please contact the UNC Orthopedics Appointment Center to talk to one of our experienced scheduling agents:

Phone: 1-919-962-6637

## For Established Patients:

You can view upcoming appointments, view lab results, send a message to your physician and request an appointment through our online patient portal, My UNC Chart. During your initial visit with us, you should have received an activation code to set up this easy access. Please contact our office if you wish to establish your account but do not have an activation code.

Web link: <https://myuncchart.org/mychart/>



Phone: 1-919-962-6637

## For Urgent Orthopaedic Walk-In Care

If you are experiencing a non-life threatening but urgent orthopaedic condition (sprain, strains and fractures), visit our walk-in clinic ORTHONOW, located at our Carolina Pointe II and Weaver Crossing locations.

No appointment is necessary and there is no need to call ahead. Patients are seen on a first come, first serve basis.

### Hours of Operation

Monday – Thursday: 8:00 am – 7:00pm

Friday: 8:00am – 5:00pm

## Notifying Us about Changes to Your Appointment:

Please notify us about changes to your appointment no later than 24 hours before your appointment time to give us the opportunity to reschedule another patient into your slot.

If you are unable to make your appointment time, we may be able to fit you in later in the day. Please let us know immediately about any delay longer than 30 minutes.

To reschedule your appointment or notify us about your delay, please call our Appointment Center:

Phone: 1-919-962-6637

You may, also, communicate with us about your appointment via My UNC Chart: <https://myuncchart.org/mychart/>

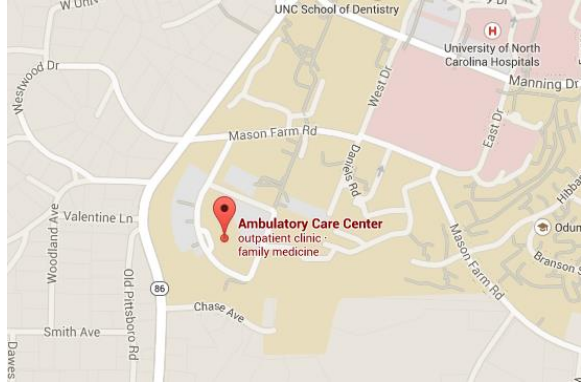

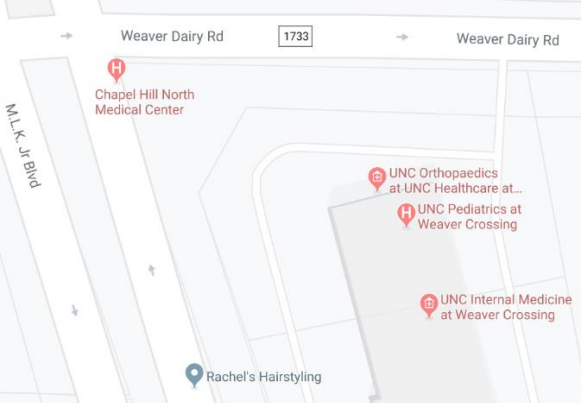

## Items to Bring With You

Please bring the necessary items below to your appointment. The first six items are "musts" for everyone. The remaining items may or may not be necessary, depending on your individual situation:

- Insurance Card (including the insurer's name and address; the patient's policy number, and the policy holder's date of birth)**
- Photo Identification (such as a driver's license or state photo ID)**
- Cash, check, or major credit card (Visa, MasterCard, or American Express) to pay for co-payment or services not covered by insurance**
- Primary Care Provider Information**
- Written medical records including notes from previous orthopaedic providers, pathology slides from outside hospitals AND discs with all prior radiologic studies including x-rays, CT scans and MRIs. Although orthopaedic practices often mail discs they frequently do not arrive in time for your visit. We suggest bringing a disc with all prior studies to your visit)**
- Social Security Number**
- Your employer's name, address, and phone number (if you are covered by traditional insurance or managed care (HMO or PPO) provided by that employer)
- Your spouse's employer's name, address, and phone number (if you are covered by traditional insurance or managed care (HMO or PPO) provided by your spouse's employer)
- Health Plan Referral Authorization (if required by your health insurance carrier)
- Medicare or Medicaid card, plus the date of your spouse's retirement (if this applies to you)
- Name, address, and phone number of your referring physician (if you were referred here)
- All current medications or a list of current medications, how much of each you take, and how often you take it.
- Allergies to medications or adverse reactions to medications
- Information related to an outstanding worker's compensation or liability claim

# Getting to Our Clinic

You appointment will be at one of the following locations:

<p><b>UNC Orthopaedics at Ambulatory Care Center,</b> 102 Mason Farm Road (2<sup>nd</sup> Floor), Chapel Hill, NC 27599</p> 	<p><b>UNC Orthopaedics at Carolina Pointe II</b> 6011 Farrington Road (2<sup>nd</sup> Floor), Chapel Hill NC 27517</p> 
<p><b>Primary Services:</b> Hand, Joint Replacement, Oncology, Pediatrics, Trauma, Foot &amp; Ankle</p>	<p><b>Primary Services:</b> Sports Medicine, OrthoNow (Orthopaedic Urgent Care), Foot &amp; Ankle</p>
<p><b>UNC Orthopaedics at Weaver Crossing,</b> 1181 Weaver Dairy Road Chapel Hill, NC 27514</p> 	<p><b>UNC Orthopaedics at Pittsboro</b> 75 Freedom Parkway Pittsboro, NC 27312</p> 
<p><b>Primary Services:</b> Foot and Ankle, Sports Medicine, OrthoNow (Orthopaedic Urgent Care)</p>	<p><b>Primary Services:</b> Sports Medicine, General Orthopaedics</p>

\*Note: Spine requests for Dr. Moe Lim should be directed to the UNC Spine and Imaging Center, 919-957-6789

Please check your appointment reminder card to verify your appointment location or log onto My UNC Chart:  
<https://myuncchart.org/mychart/>



### Driving Directions

Please review directions to our locations on the internet before your visit or call our automated phone line: 919-962-6637, Option 5 for driving directions to our locations.

Please allow yourself enough time to get to your appointment. Traffic is heavier in Chapel Hill during the morning rush hour (7:30am – 9:00am).

### Parking

Parking is free at all outpatient clinic locations

Ambulatory Care Center: This is a pay lot, but you will receive a voucher for parking at the end of your visit.



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## Public Transportation

If you need transportation for a doctor's visit, most transit authorities offer additional services. See below for a list of transit authorities, contact phone numbers and websites.

Medicaid patients may qualify for additional transportation assistance. Please call your county coordinator listed below.

County	Transport Authority Name / Website	Phone Number	Medicaid Transportation Coordinator
Alamance	<a href="#">Alamance County Transportation Authority</a>	(336)222-0565	(336) 229-2924
Caswell	<a href="#">Caswell County Division of Transportation</a>	(336) 694-1424	(336) 694-4141 Press 2
Chatham	<a href="#">Chatham County Transit Network</a>	(919) 542-5136	(919) 642-6970
Durham	<a href="#">Triangle Transit</a> Route 405: Durham to Chapel Hill	(919) 485-7433	(919) 560-8657
Franklin	<a href="#">Kerr Area Rural Transit System (KARTS)</a>	(252) 438-2573	(919) 496-5721
Granville	<a href="#">Kerr Area Rural Transit System (KARTS)</a>	(252) 438-2573	(919) 693-1511
Harnett	<a href="#">Harnett Area Rural Transit System (HARTS)</a>	(910) 814-4019	(910) 814-6811
Johnston	<a href="#">Johnston County Area Transit System (JCATS)</a>	(919) 202-5030	(910) 814-6811
Lee	<a href="#">County of Lee Transit System (COLTS)</a>	(919) 202-5030	(919) 934-6066
Orange	<a href="#">Orange County Public Transportation</a>	(919) 245-2008	(919) 245-5774
Orange - Chapel Hill	<a href="#">Chapel Hill Transit</a>	(919) 969-4900	(919) 245-5774
Orange	<a href="#">Triangle Transit</a> Route 420: Hillsborough to Chapel Hill	(919) 485-7433	(919) 245-5774
Person	<a href="#">Person Area County Transit Service (PARTS)</a>	(336) 597-1771	(336) 599-8361
Wake	<a href="#">Triangle Transit</a>	(919) 485-7433	(919)212-7360
Warren	<a href="#">Kerr Area Rural Transit System (KARTS)</a>	(252) 438-2573	(252) 257-5021
Vance	<a href="#">Kerr Area Rural Transit System (KARTS)</a>	(252) 438-2573	(252) 492-5001 Press 4

## On the Day of Your Visit

Please arrive at least 15 minutes before your appointments to give us enough time to check you into our computer system. If you have been informed that you need an x-ray, please arrive 30 minutes early.

If you need any special assistance when you arrive, please let our front desk staff know. We can provide the following services to assist you during your visit:

- Wheelchairs / Mobility Assistance
- Translation Services

### Late Arrival

If you are going to be more than 30 minutes late, please call our Appointment Center and let them know. We will still see you during the clinic session but you may have to wait to allow us to find a time to fit you into the schedule. If you cannot wait, we would be happy to reschedule your appointment to another day.

Phone: 1-919-962-6637

### No Show List

Please let us know at least 24 hours in advance if you are not going to be able to make your appointment, we may be able to offer your appointment to another patient. If you do not call and miss your appointment you will be marked as a No Show and this may impact your future appointments.

### What to Expect During Your Visit

Depending on the reason for your visit you might expect the following activities to occur during your visit:

#### **X-Ray** (for diagnosis, surgical planning or aftercare)

You may be required to change into a gown to enable us to perform the x-ray. It is recommended that you do not wear any articles of clothing or jewelry that contain metal. Make sure you let the x-ray technician know if you are or could be pregnant. See X-Ray FAQs

#### **Injections** (typically for pain, treatment of osteoarthritis, or to assist in wound healing)

An injection may be given for the treatment of pain or for non-surgical treatment of some conditions. Please check with your provider before they administer an injection, because some types of injections may not be covered by your insurance plan.

Our providers report suspected drug abusers to the North Carolina Controlled Substance Reporting System database.

#### **Cast Removals or Applications**

A cast will be removed or applied by one of our trained cast technicians. Casts are removed using a cast saw – this is a painless process. If you need a cast applied, it typically will not take longer than 20 minutes.

#### **Brace or Splint Fitting**

Braces or splints may need to be applied by an Orthotic Fitter. We have fitters at both of our locations. Make sure to check if your insurance covers your brace or orthotic device.

## Visit Duration

The duration of your visit will vary dependent on the type of visit and the complexity of your health issue, but the following are general guidelines to how long it typically takes to complete your visit:

### Basic Visit Length

Return Patient	15 - 30 minutes
New Patient Visit	45 - 60 minutes
Pediatric Patient Visit	30 - 90 minutes

### Additional Time

+ X Ray	15 - 45 minutes
+ Cast Removal	10 - 20 minutes
+ Cast Application	20 - 30 minutes
+ Office Procedure	45 - 60 minutes

For example, if you are Return Patient (30 minutes) having a Cast Removed (+ 20 minutes) and an X-ray (+ 45 minutes), please anticipate spending up to 95 minutes for your visit.

## Visiting with Children

At the Ambulatory Care Center location we have a section reserved for families with children providing a television with children's programming and activities for your child. Please feel free to bring a small toy, reading materials, tablets or other items to occupy your child.

Please let our front desk staff know if you or your child need any additional assistance during your visit.

## Food and Refreshments

If you are with us for an extended period and would like refreshments or food there are some options in the local area:

### Ambulatory Care Center

Vending machines are located on the first floor of the Ambulatory Care Building, and the Courtyard Cafe is located across the parking lot outside the ACC 2<sup>nd</sup> floor doors.

### Carolina Pointe II

There is a gas station adjacent to the building and a few restaurants in the surrounding neighborhood.

## WIFI

We offer free WIFI at both of our clinic locations:

Connect to: UNCH-Guest (no password required)

## At the End of Your Visit

You should receive an After Visit Summary (AVS) at the end of your visit. If you are not given one, please ask your provider or nurse to give you a copy. If this is your first visit to UNC, or if you have not signed up for our patient portal, your My UNC Chart activation code should appear on your After Visit Summary. If you require follow-up care, please make sure you visit our front desk before you leave to make a follow-up appointment.



# Paying for Services

## Medical Insurance Plans

UNC Orthopaedics accepts most forms of insurance, and an updated list can be found:

<https://www.unchealthcare.org/site/healthpatientcare/healthplansaccepted>

## Assured Access

For your visit to our outpatient clinic, we are obligated by your insurance company to collect the co-payment listed on your insurance card for the visit and any additional services provided during your visit.

If you do not currently have medical insurance, you will be expected to pay a \$100 deposit on your first visit, and \$80 for all subsequent visits.

If you have any outstanding balances, you will be expected to pay in full at the time of your visit or to arrange a payment plan with our financial counselor.

For the treatment of a minor child, the parent who consents for treatment will be responsible for payment of the services provided.

We reserve the right to reschedule your appointment if payment is not received at the time of your visit. You may be billed for any charges not covered by your insurance company or by the deposit.

## Forms of Payment

We accept the following forms of payment in our clinic: cash, check, debit cards and major credit cards.

## Non-Covered Services

We provide some specialized services and procedures that we know will not be covered by your insurance. If you are a candidate for these specialized services, we will inform you of your financial obligations prior to providing services. We will also require payment in full before these services are performed.

If you are unsure if a service is covered please contact your insurance company directly or consult with our financial counselor.

## Financial Counselor

If you have any questions about your financial obligations, please contact our financial counselor, who will be happy to assist you:

ACC Financial Counselor: 1(984)974-5717

CPII Financial Counselor: 1(984)974-7462

## X-Ray FAQs

### **If I was notified prior to my appointment that I will need an x-ray, when should I plan to get that done?**

X-ray services are performed at both of our clinic locations, and we recommend you arrive 30 minutes before your regularly scheduled appointment to allow time for your x-ray to be completed.

### **How is it determined that I need an x-ray, if my provider has not yet seen me?**

Many conditions will require an x-ray before the provider can make a determination of the diagnosis and the extent of the injury or to verify fracture healing. To improve the efficiency of our clinic and to save you time, many of our patients will have an x-ray done before seeing the provider. Please be aware that an x-ray order is only submitted on the day that you arrive at the clinic after the provider has reviewed your appointment notes.

### **Do you accept external x-rays or other images?**

Our providers may accept your external x-rays, but please check with your provider's nurse prior to your visit. Please bring the x-ray films or disks with you. If the file or disk that was supplied by your referring provider is corrupt or we are unable to load it into our systems, we may have to retake the x-ray image at your expense. UNC will not accept any x-ray that is older than 6 months for an existing condition (with the exception of Scoliosis patients – see below)

Scoliosis Patients: All scoliosis patients should bring all old x-ray films and /or discs, even those that are older than 6 months old.

### **When must an x-ray be completed at UNC?**

For some of our specialty services, the provider will require that you have an x-ray at UNC due to the highly specialized nature of the diagnosis or because the surgeon will be using them for surgical planning. All Joint Replacements will require an x-ray at UNC.

### **Why did I receive a separate bill for my X-ray?**

X-Ray services are performed in our clinic by UNC Hospital and you will receive a separate bill for their services, which will include both a facility and a professional fee. X-ray fees are considered a hospital-based benefit and a co-payment will not be collected at the point of service.

## Your Care Team

At UNC we take a team approach to your care, and during a typical visit your care may be provided by the following members of our care team under the direction of your provider:

**Cast Technician:** Assists the patient during the visit and specializes in application and removal of casts and splints under orders from the provider

**X-Ray Technician:** Performs a brief medical history, prepares the patient and conducts x-ray images under orders from the provider

**Registered Nurse:** Performs a medical history and physical exam and assists in collecting information for the provider. Assists in performing basic medical procedures, gives injections, places orders and prescriptions for the provider, provides patient education and is the primary point of contact for patients

**Orthotic Fitter:** Applies braces and other prescribed pre-fabricated devices

**Nurse Practitioner:** A nurse practitioner is an independent licensed provider, who has attained either a masters or doctoral degree in nursing practice. Our nurse practitioners are highly specialize in orthopaedic care and can manage the full range of non-surgical musculoskeletal conditions.

## Our Teaching Mission

UNC is a teaching hospital, and we have been proudly training the next generation of orthopaedic surgeons for more than 60 years. In fact, many of the orthopaedic surgeons in your community may have trained at our hospital, and we are proud to have one of the leading residency programs in the country.

Please be aware that your care is provided by your orthopaedic surgeon who makes all decisions related to your diagnosis and treatment.

However, during your visit to our clinics the following types of learners may be involved in your care:

**Medical Student:** A medical student is studying for their medical degree, and is observing and participating in your care to learn more about basic orthopaedic problems. Medical students are not managing your care, if they are participating it is only as a learning exercise. All decisions are made independently by our care teams. If you are seen by a medical student they will be clearly identified as a student.

**Orthopaedic Resident:** An orthopaedic resident has completed their medical degree, and holds a state medical license which allows them to participate in your care. At UNC we have a mentorship model of training which allows our residents to be mentored under the direct supervision of a single provider for an extended period of time. Our residents are gradually given more autonomy in patient care as they move through the program in preparation for them to go into practice. A resident may be involved extensively in your care, but will be under the direct supervision of your provider. During your visit please expect to be seen by an orthopaedic resident and your attending physician.

**Other healthcare students:** We train other healthcare professionals in our clinics and other students that may observe or participate in your care including nurse practitioner students, primary care students, and emergency medicine students.

# OrthoNow – Orthopaedic Urgent Care

OrthoNow is intended for non-life threatening orthopaedic urgent issues such as:

- Sprains, Strains and Fractures
- Post Emergency Room Visit Follow Up Care
- Sports Injuries

OrthoNow is located within the UNC Orthopaedic Clinic at Carolina Pointe II and our location at Weaver Crossing. Please note there is no external signage on the building for OrthoNow, please proceed to the 2<sup>nd</sup> Floor to the UNC Orthopaedic Clinic. **Please Note: UNC Urgent Care, Suite 101 – 6013 Farrington Road is a different practice.**

You do not need to make an appointment for OrthoNow, patients are seen on a first-come, first- served basis.

You can also schedule a same day or next day appointment by calling **919-843-4711**

Unlike other urgent care facilities we do not charge an additional premium or convenience fee for your visit.


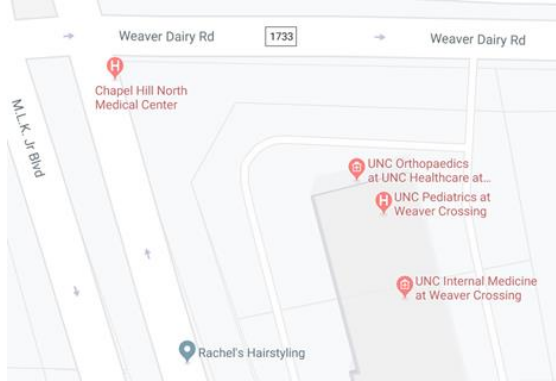
## Hours of Operation

Monday to Thursday: 8:00am – 7:00pm

Friday: 8:00am – 5:00pm

If you are visiting OrthoNow for a work-related or liability-related injury, please make sure that you bring any details related to your claim or we may not be able to see you.

We are not able to provide “Second Opinions” or “Independent Medical Exams” in the OrthoNow Clinic. These must be booked through the Appointment Center.

<p><b>UNC Orthopaedics at Carolina Pointe II</b> 6011 Farrington Road (2<sup>nd</sup> Floor), Chapel Hill NC 27517</p>  A map showing the location of UNC Orthopaedics at Carolina Pointe II. The map highlights 6011 Farrington Rd in red. Surrounding areas include Hardee's, Ultimate Comics, Mardi Gras, 02 Fitness - Chapel Hill/Falconbridge, UNC Allergy and Immunology Clinic, North Carolina Board of Pharmacy, and Hampton Inn & Suites Chapel Hill. Major roads like 54 and 40 are also visible.	<p><b>UNC Orthopaedics at Weaver Crossing</b> 1181 Weaver Dairy Road Chapel Hill, NC 27514</p>  A map showing the location of UNC Orthopaedics at Weaver Crossing. The map highlights the location in red. Surrounding areas include Chapel Hill North Medical Center, UNC Orthopaedics at UNC Healthcare at..., UNC Pediatrics at Weaver Crossing, UNC Internal Medicine at Weaver Crossing, and Rachel's Hairstyling. Weaver Dairy Rd and M.L.K. Jr. Blvd are labeled.
<p><b>Primary Services:</b> Sports Medicine, OrthoNow (Orthopaedic Urgent Care)</p>	<p><b>Primary Services:</b> Sports Medicine, OrthoNow (Orthopaedic Urgent Care)</p>

# Questions to Ask Your Doctor

A large, empty rectangular box with a thin black border, occupying most of the page. It is intended for the user to write down questions or notes to discuss with their doctor.

Use this page to write notes or questions that you would like to discuss during your visit