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Dear Patient,

Welcome and thank you for choosing Down East Orthopedic Associates, P.A. (DEOA) for your orthopedic care. We look forward to your upcoming visit with us. We know that a healthy body is something many of us take for granted until illness, injury, or the normal aging process threatens to take it away. Your trust in our knowledge and expertise is especially important to us and we promise not to take that for granted. At DEOA we provide a full range of orthopedic services to help restore you to your lifestyle. Our goal is to provide you with an accurate assessment, coupled with early intervention and the best possible medical care, in a compassionate and caring manner.

Our practice is made up of professionals who work closely together to bring you the highest quality orthopedic care. This includes physicians, physician extenders, and therapists. We work as a team to provide the best possible care as efficiently as possible and look forward to your upcoming visit.

Please take a few minutes to read the enclosed information regarding your upcoming visit, general information, and policies.

Thank you for your trust in DEOA and we look forward to serving you.

Sincerely,

The Physicians and Staff at Down East Orthopedic Associates, P.A.



## For Your Visit

### Please bring the following items with you to appointment:

- Current insurance card(s)
- Prior surgical pictures, operative notes, and office notes if applicable
- Proper clothing for your appointment (shorts for knee or hip visits; tank top for shoulder visits)
- Imaging studies are typically accessible through the imaging system. However, this is dependent on the facility where the images were taken. For the most reliable service, please bring a copy of all past studies on CD (obtained from the original imaging center). If that is not possible, we will do our best to access these.

We encourage you to please visit our website [www.downeastorthopedics.com](http://www.downeastorthopedics.com) and take some time to get to know our practice and to obtain additional directions to our location.

## Office Hours and Appointments

Our office hours are from 8:00am to 4:30 pm Monday-Thursday and 8:00am to 3:30pm Friday. With this letter, you will find your upcoming appointment date and time. Prior to your appointment you will receive a reminder call from our automated system. If you are unable to keep this appointment, please contact our office as soon as possible to reschedule with the provider's secretary. If we do not receive notice by **3pm the day prior** to your scheduled appointment, DEOA may charge a **\$25** no-show fee for a Follow-Up visit or a **\$50** no-show fee for a new patient visit or procedure. We have set aside time, resources, supplies, and materials that cannot be recovered if you miss your appointment. Patients who no-show will not be rescheduled without paying the fee unless there are extenuating circumstances, which will be considered on a case-by-case basis. This charge will be collected prior to any additional appointments being scheduled.

Your scheduled appointment may vary depending on the provider's rounds and surgery schedule. We believe that everyone's time is valuable and in the event of a delay, we will do our best to notify you in advance. If you need to be seen immediately, we will do our best to accommodate and get you an appointment in a timely manner. Follow-up appointments will be made upon check out.

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Please arrive at least 15 minutes prior to your scheduled appointment to allow for check-in and x-rays if needed. We understand that your time is important, and we do our best to stay on schedule. We also strive to provide the most comprehensive care possible and ensure all concerns are addressed at your visit.

### **What to Expect During the Visit**

Our office is located at 78 Ridgewood Drive in Bangor, Maine, off Stillwater Avenue in the Oak Ridge Business Park. Upon arrival, you will be greeted by our staff and your registration information will be confirmed. If your plan requires a copayment, we will ask for that amount at the time of check in. DEOA accepts cash, personal check, or credit/debit cards as forms of payment. Self-pay patients should come prepared to pay the predetermined amount upon check in. Our accounts receivable department will be happy to assist you with any questions regarding services and billing concerns. You may contact them at (207) 947-8381 and select option 4.

If you have not had recent imaging of your affected limb/joint, we may obtain x-rays in the office. You may be asked to change into shorts or a gown to allow for appropriate examination by your provider. Upon check out our secretaries will assist you in scheduling follow-up appointments, further testing, surgery, or referral if needed.