



Orthopedic Specialists

New Patient Policy Handout Matthew D. Collard, D.O.

Welcome to Orthopedic Specialists, and to the office of Dr. Matt Collard. Please take time to read this handout and keep it with your records for possible referral later. I would recommend filling out your Patient History before reading this helpful material as this will allow you to be seen as quickly as possible.

In order to better serve you during your course of treatment with Dr. Collard, there are a few basic things you will need to know. This information should help you in your dealings with this office.

Our phones are open from 8:00 a.m. to 5:00 p.m., Monday – Friday. The number is (314) 909-1359.

Dr. Collard's office hours are as follows:

MONDAY 2:00 pm - 4:00 pm

WEDNESDAY 8:30 am – 4:00 pm

FRIDAY 8:30 am – 4:00 pm

All other times not listed above are Dr. Collard's surgery time slots (when he is NOT in the office).

Christi: Christi is Dr. Collard's nurse. She handles all medical-related phone calls, surgery scheduling, and questions about surgery, medication refills and other schedule issues for Dr. Collard.

Aimee: Aimee is the insurance specialist. She handles all diagnostic test scheduling, insurance pre-certifications for tests and surgeries, disability/FMLA papers, and prior authorizations for worker's compensation patients.

April: April is the X-ray technician. She handles all issues pertaining to x-ray, MRI, and CT films (not reports!, films only). She manages the filing and mailing of films.

Medication Refills: If you are in need of a medication refill, you should call the pharmacy with the prescription (Rx) number on the bottle and they will call us. Since Dr. Collard is a surgeon, he is not always here in the office to authorize refills and the office will NOT beep him in surgery for medication refill requests. Therefore, we require 24 hour notice for refills. In other words, this should be done when you have 1-2 days worth of medication left. Do not wait until your last pill to call the pharmacy. Also, refills will NOT be done after hours or on weekends through the medical exchange. Please anticipate your needs before the weekend approaches and give ample notice to the pharmacy.

The physician (or covering physician) can be reached outside the normal business hours through the medical exchange for matters that are truly URGENT or EMERGENCIES. (For example, any patient that has had surgery recently and is experiencing a problem). If you are having a life-threatening emergency, go to the Emergency Room! (Preferably Des Peres Hospital). The medical exchange number is given via a voicemail message when you call our regular office number outside of the normal office hours listed above.

Injections: If you receive a cortisone injection from Dr. Collard, he may ask you to call our office if the injection does not provide the desired effect, usually 7-10 days, or if/when the pain returns. Our office will return your call and then inform Dr. Collard of the injection effects.

Diagnostic Testing: If Dr. Collard orders a diagnostic test such as a MRI or CT scan, please allow 2-3 days to obtain the radiology report, obtain the films, and then present the information to Dr. Collard for review. Please be aware that the radiology reports may take up to 24 hours or more to receive after the testing has been completed. Dr. Collard or a member of our staff will then call you with the results and provide further treatment options. If you do not receive a call within 3-4 business days, please call our office.

Surgery: Surgeries are scheduled on Tuesdays and Thursdays. Insurance coverage many times dictates where a surgical procedure can be performed. After a location and date has been arranged, Aimee will call your insurance company to pre-certify the surgical procedure.

As a courtesy to our surgical patients, Christi will call you the day after surgery to see how you are doing, provide post-operative care instructions, and answer general questions about your procedure. Specific questions regarding the surgical procedure will be answered by Dr. Collard the day of your surgery or at your first post-operative follow-up appointment.

Patient Questions / Phone Calls: All phone calls will be delivered as a written message to Christi. She will return your call to obtain specific information and in the event you have specific questions for Dr. Collard, please understand that these questions are posed to Dr. Collard throughout the day. Christi will call you back promptly. Dr. Collard returns calls at the end of the day. All phone calls are prioritized by how emergent the call is.

Thank You.

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