



Patient Information Sheet: General Information

Welcome and thank you for choosing Advanced Medical Specialists for your specialist care. In an effort to provide superior medical care to you, our patient, we ask that you take the time to review and follow our center policies.

Our Commitment

At AMS, our mission is to improve the accessibility and affordability of health care. Our commitment to provide high quality specialist care will never be compromised. At AMS, we promise you will:

- Receive quality care from a specialist who will treat you with respect.
- Experience the convenience of a single location where most of your specialist treatments can be performed.
- Experience the convenience of obtaining physical/occupational therapy in the same location as your specialist visit.
- Receive outstanding customer service from our friendly AMS staff.

HIPAA and Privacy Information

Please feel free to always be open with your questions regarding your specialist and rehabilitative care. We want our patients to feel relaxed and comfortable in discussing their treatment options and concerns with our comprehensive rehab team.

Also keep in mind, we follow and adhere to HIPAA standards. You will receive a copy of our Notice of Privacy Practices as well as be asked to sign the NOP Acknowledgement form. You may also be asked to sign a HIPAA Consent form if we do not have a current HIPAA Consent form on file for you.

Our Colleagues

Our Medical Expertise

The AMS colleagues you will be interacting with are made up of athletes, sports enthusiasts, and naturally active people. We understand the hindrance of being injured, and we are passionate about helping people heal and achieve their personal health goals.

Our AMS Specialists are experts within their specialties, and they have dedicated themselves to providing superior specialist care. AMS affiliated physicians are thoroughly credentialed as well as either board-certified or board-eligible in their chosen specialty.

AMS is able to provide both operative and non-operative treatments because of the various specialists and specialties that we have on staff. Our specialists work closely with patients to manage their treatment processes and provide comprehensive treatment plans. Our goal is to help people return to pre-injury conditions safely and promptly, resulting in a positive health outcome.

Our Administrative Expertise

At AMS, we pride ourselves on taking the guess work out of managing your workers' compensation claim. Our expert administrative and medical staff will assist you with appointments, authorization of services, insurance forms, and correspondence among all parties involved in your case.

An AMS Care Coordinator will be the liaison between you and your specialist, employer, nurse case manager, and referring physician. Your medical reports will be sent to the necessary parties after proper authorization has been obtained from you via our HIPAA consent form.

The Advanced Medical Specialist Experience

Referrals

If you have been referred to a specialist, or if your specialist requests additional diagnostic testing or surgery, the AMS Care Coordinator and our Centralized Referral Department will handle the details of your referral by authorizing and scheduling your appointment.

Our Centralized Referral Department and/or Care Coordinator will:

- Seek authorization from your employer's workers' compensation carrier for the referral services prescribed by your specialist.
- Contact the specialist, therapy facility, or diagnostic facility, and schedule your appointment.
- Notify you of the appointment date, time, and location of your provider.

Please keep in mind that this process may take several business days to complete. We ask that you please be patient. However, please feel free to contact your care coordinator for the status of your appointment at any time.

Appointments

To allow for adequate time with our specialists and therapists, the majority of our appointments at AMS are scheduled in advance. We ask that:

- You make every attempt to attend all scheduled appointments as well as arrive in a timely manner.
- If you cannot attend your scheduled appointment, please call ahead and reschedule for a more convenient time.
- If you missed your scheduled appointment and did not call to notify the center, you will be marked as a "no show", and your employer/nurse case manager will be notified.

Required Information

When you check in at the front desk, please inform us of any changes to your personal information, employer, or payer information so that we may keep your records accurate and up-to-date.

Remember to bring any medical records, X-rays and/or films with you to your appointments. The specialist will want to review this information.

Surgical Procedures

For patients requiring surgery, the AMS Care Coordinator will assist with scheduling pre-operative testing and post-operative follow-up care with the AMS centers. All questions related to an upcoming surgery should be directed to your AMS Care Coordinator, who will work with you, your specialist's private office, the surgical facility, and payer to facilitate and coordinate all aspects of your surgery.

We will also ensure that you have all your post-op therapy and recheck appointments scheduled for your continued care with AMS.

Prescriptions and Medication Refills

At AMS, we ensure your prescriptions and medication refills are managed for you if your specialist prescribes medications as part of your treatment program. Our Medical Support Specialists will ensure your prescriptions are either filled before leaving the center, or that we have called your prescription in to a pharmacy that is convenient for you.

The majority of prescriptions, including refills, are issued during your appointment with the specialist so that your medical record is available for review.

If a medication refill is necessary before your next appointment, please call the AMS center using the medication line or by asking for a Medical Support Specialist. You will be required to provide specific medication, pharmacy, and specialist information related to your refill.

Please allow 24 hours to complete your medication requests when calling in a refill.

Telephone Calls and Triageing Medical Urgency

During your treatment at AMS, there may be times when you will need additional care or will have questions regarding your injury and treatment program. Although the specialists usually cannot be interrupted during patient examinations to take phone calls, it is our goal to provide you the best customer service and answer your questions in a timely manner.

Your call to the AMS center will be triaged to either the Care Coordinator or the specialist's Medical Support Specialist, depending upon the nature of your call. If an AMS colleague is unable to answer your question, the specialist will be able to return your call.

Please review the patient information sheet on Medical Urgency and Additional Needs for further information in the event that you, at any time, experience a medical concern related to your injury, procedure, medication, treatment, or surgery.

We strive to serve you to the best of our abilities. If you are not pleased at any time while receiving treatment at AMS, please let us know. We look forward to making a difference in your health.

For more information about Advanced Medical Specialists please visit us at our Web site: www.advancedmedicalspecialists.com.