

Thank you for choosing Three Rivers Orthopedic Associates-UPMC. Since opening our practice in 1964, our mission has remained the same: To provide exceptional care for those patients who choose us for their orthopaedic needs.

We consider our patients to be our greatest asset, and we are committed to using the latest treatment options to restore each patient's health and previous level of functionality.

Three Rivers Orthopedic Associates-UPMC has been recognized as a Blue Distinction Center for knee and hip replacement surgery, as well as spine surgery by Blue Cross/Blue Shield.



THREE RIVERS ORTHOPEDIC ASSOCIATES-UPMC

UPMC ST. MARGARET

Monday through Friday
8 a.m. to 4:30 p.m.

200 Medical Arts Building
200 Delafield Road, Suite 1040
Pittsburgh, PA 15215
412-782-3990
Fax: 412-782-3993

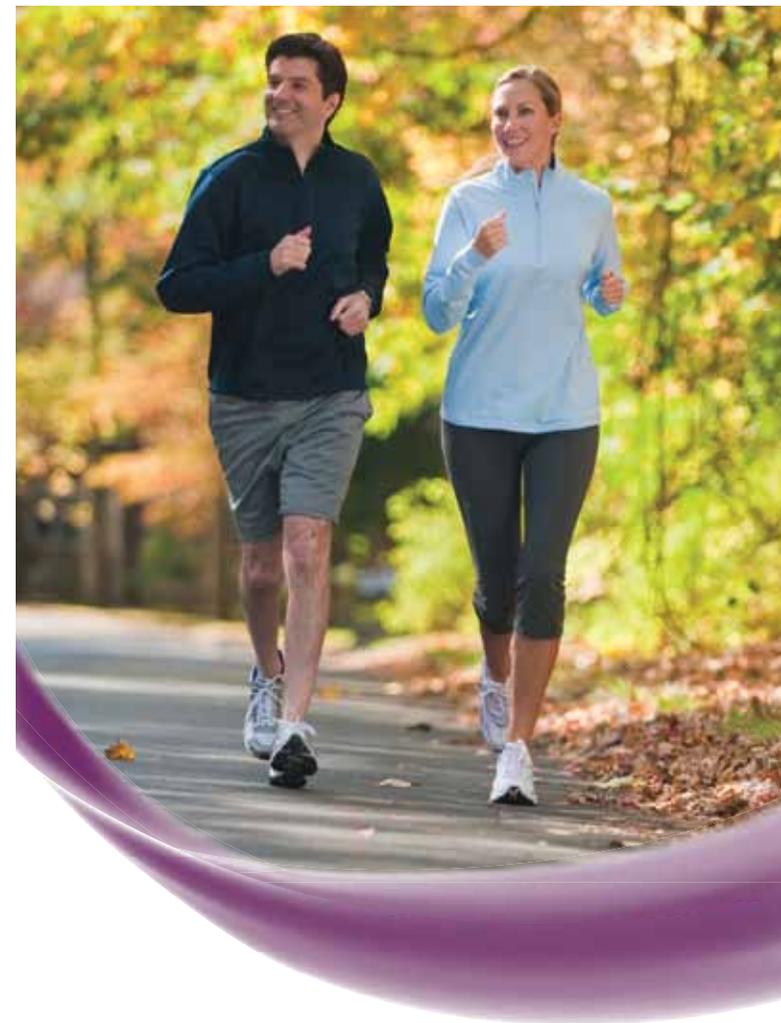
NATRONA HEIGHTS

Monday through Friday
8 a.m. to 4:30 p.m.

Heights Shopping Plaza
1624 Pacific Avenue, Suite A
Natrona Heights, PA 15065
724-226-1199
Fax: 724-226-1476

THREE RIVERS ORTHOPEDIC ASSOCIATES-UPMC

Helping you return to an active life



UPMC St. Margaret

OUR SERVICES

Our board-certified orthopaedic surgeons specialize in providing the following orthopaedic services:

- fracture care
- total joint replacement
- minimally invasive hip and knee replacement
- arthroscopy
- foot and ankle problems
- spinal surgery
- hand and upper extremity surgery
- sports injuries

MAKE AN APPOINTMENT

Call 412-782-3990 to schedule an appointment for our UPMC St. Margaret office or call 724-226-1199 for an appointment at our Natrona Heights office. Our telephone system is automated so that you can speak to a scheduler to schedule an appointment with the physician you'd like to see. The other options our phone system provides are for disability/work release forms, medical record requests, surgery scheduling, or to speak with one of our nurses.

If you must change your appointment, please call the office as soon as possible. This courtesy allows us to schedule another patient for orthopaedic care.

OFFICE HOURS

Both of our offices at UPMC St. Margaret and Natrona Heights are open Monday through Friday from 8 a.m. to 4:30 p.m. If you wish to see one of our orthopaedic physicians, please call ahead to schedule an appointment. We try to see our patients on time. However, emergencies sometime occur, and some patients require extra time. For these reasons, delays in our schedule may happen, and when they do, we will notify you as soon as possible. If you find it inconvenient to wait, we will be glad to reschedule your appointment. Please see our receptionist for assistance.

EMERGENCIES

Calls made to our office after 4:30 p.m. weekdays, weekends, and holidays are covered by one of our Three Rivers Orthopedic physicians.

PRESCRIPTIONS

If you need to renew a prescription for a medicine we prescribed, please call us during office hours a few days before your last dose and provide the following information:

- patient's name
- patient's birth date
- daytime phone number
- your physician's name
- name, dose, and frequency of the medication
- name and telephone number of your pharmacy

We are unable to refill prescriptions on the weekends or after normal business hours because the on-call physician does not have access to your medical records.

TEST RESULTS

Our physicians want **all** of our patients to schedule a follow-up appointment after diagnostic testing (MRI, CT, etc.) to review the results and determine a specific treatment plan. We do not give test results over the phone, because it does not allow the patient and physician the opportunity to discuss the results in detail and to decide on an individualized treatment plan together.



OFFICE VISITS

Allow ample time for your office visit. If you are a new patient, we ask that you bring any recent x-rays, insurance card, and your copayment if required by your insurance plan. If time allows, we will mail to you a general medical form along with an address and insurance data sheet.

At your visit, please bring these completed forms with you along with a current **list of medications**, dosages and how often you take them. Also, please bring a list of vitamins and herbal supplements you are currently taking. This will help the physicians to become familiar with your medical history. In addition, bring the following information about the doctor who referred you: name, office address, telephone number, and fax number. Providing this information will help us keep in touch with your physician regarding your care.

If your insurance carrier requires a referral, please call your primary care physician as soon as you have made your appointment with our office to request your referral.

If your visit to us is the result of a workers' compensation or auto accident insurance claim, please bring the following: the claim number, the insurance carrier's name and address, and the name of your insurance adjuster. If you do not have this information available at the time of your appointment, we will be unable to properly process your claim.

BILLING

You will be asked to pay for services not covered under your plan, including copayments, on the day you come for your visit. Payments may be made with cash, check, or credit card. We encourage you to contact your insurance provider to review your benefit plan.