

WELCOME TO PROSTHETIC & ORTHOTIC DESIGNS!

Prosthetic & Orthotic Designs, LLC wants to thank you for putting your trust in our company and your care. From our first encounter with you or your child, your goals and needs are our first priority. We will work with you every step of the way to ensure that you reach your goals and beyond!

Each Patient Becomes Our Mission & Focus

At POD, we make it a priority to visit with you as soon as possible, to provide the proper education, literature and establish goals early in the phase of your care, in order to facilitate the most successful treatment plan for you or your child. We understand, encourage and appreciate that in order to be successful, we may also include any appropriate healthcare professionals and your family members and their opinions.

Peer Support

At POD we understand how critical it is to speak to someone who has sustained a similar injury and/or procedure, like yourself. We do have available at your request, peer support staff that are willing to visit with you to talk about their own experience and answer any vital questions you may have. They will be able to answer your questions and also provide you with any resources that they feel will contribute to your successful rehabilitation outcome.

Initial Evaluation or Consultation

Your first encounter with POD will be with Jon Hess, CPO-LPO (certified & licensed prosthetist/orthotist). Jon will provide an extensive initial evaluation with you or your child, either at a facility, your home or in our office. Together with yourself and in conjunction with other family members, doctors or therapists' recommendations, you will develop the most appropriate treatment plan for you or your child.

What to Do Before Your First Appointment

Here are some basic recommendations on what to bring or have available before you meet with our staff.

- New amputees, if you haven't seen your doctor yet, you must contact them and get approval or release to be fitted with a prosthesis. Ask for a prescription for a prosthesis and a prescription for physical therapy.
- Experienced prosthetic users, if you haven't seen your doctor, must contact them and discuss weight loss or gain, as well as any problems with the current prosthesis, such as pain

or discomfort. Ask for a letter of medical necessity that describes these problems; also ask for a prescription for a new prosthesis and a prescription for physical therapy.

- Orthotic patients will also need to obtain a prescription for an orthotic device from their physician. If the orthotic specialist recommends physical therapy, the patient will need to obtain a prescription for physical therapy from their physician.
- Both orthotic and prosthetic patients will need to contact one or more of the following organizations, depending on which method of insurance or financial assistance will be used. These include your insurance company, workers compensation carrier, adjustor or employer, and managed care authorization representative.

What Should I Bring with Me to My First Appointment at POD?

Your insurance card provides critical data for billing purposes such as: policy number, group number, plan codes, effective dates, co-pays, deductibles, referral/authorization information, physician phone numbers, insurance company phone numbers and other important information. These cards help our staff to identify your coverage, since many insurance companies offer different types of plans.

1. All Active Insurance Cards
2. Photo ID
3. Prescription or Referral

New Patients

If you are a new patient or have changes to your current information and have scheduled an appointment with us, you can help the check-in process go more quickly and smoothly. Please print, review and complete the forms on our website. Be sure to review them to ensure all information is accurate. Bring the completed forms to your appointment and Iveliz will be able to quickly check you in.