



New Patient Information Sheet

Welcome, and thank you for choosing SSM Health Orthopedics for your orthopedic care! We have listed some general information about our offices.

Appointment Scheduling West: (636) 332-8455 North: (314) 291-7900 South: (636) 680-5400

Office and Phone Hours 8:00am-4:30pm Monday –Thursday and 8:00am – 4:00pm Friday
8:30am-4pm Monday-Thursday (Florissant office only)
8:30am-3:30pm Friday (Florissant office only)

Phone Messages

If you leave a callback message, please allow our staff up to 24 hours to reply. Our goal is to return your call as quickly as possible.

Refill Requests

When you contact your pharmacy for a refill request, please allow us 48-72 hours to process. No prescription refills will be given on weekends or after hours. Class 2 prescriptions can now be e-prescribed. However, your physician may elect to NOT e-prescribe. In addition, some pharmacies do NOT accept e-prescribe. In either case, the script will need to be picked up from our office, and patients will be called when ready. An ID is required for pickup.

Referrals

If your insurance requires a referral to see a specialist, you will need to obtain it from your primary care physician before your appointment. If you are unsure whether you need a referral, contact your primary care physician.

HIPAA Form

If you will ever need a family member or friend to pick up paperwork, prescriptions, letters, etc. that contain your personal information, please list their names on your HIPAA form. We will need to verify their identity each time, so make sure that they bring a photo ID with them. Patients, you will also need to bring a photo ID when picking up paperwork.

Request for Medical Records—Release of Information (ROI) Form

If you wish to request your medical records, a \$20 fee is charged by Quest. If you request your medical records be transferred to another medical provider, no fee is charged. A Release of Information form is required for either request.

Family Medical Leave Act (FMLA) or Disability Paperwork

Please allow our office 5 days to fill out any FMLA or Disability paperwork. A \$20 fee may be charged for the completion of paperwork.