

What can I expect when I make an appointment at Family Orthotics and Prosthetics?

Upon your arrival at Family O&P, one of our professional and friendly staff members will welcome you. As with any healthcare related visit, mandatory paper work will need to be filled out before you can see one of our practitioners.

In order to serve you better, and make your check-in time a bit faster, please take a moment to review this page before you visit us. Thank you for choosing Family Orthotics and Prosthetics. We look forward to serving you.

To Make an Appointment

- 1) Call one of our toll-free numbers to make an appointment. Both numbers work, and you can be scheduled in any office or clinic location from either number. To speak to our Kearney office staff, please call 866.338.3550. To speak to our Lincoln staff, please call 888.437.8880. And remember, to ensure that we schedule you at the proper location, please specify where you want to be seen.

Before You See Us

- 1) Please fill out the Patient Information, or demographics. Click [here](#) to do so. Please fill it out in its entirety, and do not forget to sign and date it. Please also bring a copy of your current insurance cards.
- 2) Click [here](#) to print our privacy practices and HIPAA form. The HIPAA form is an "Acknowledgement of the Receipt of Privacy Practices," and your signature is required by the federal government. Please sign and date the HIPAA and bring it in with your demographics and insurance cards.
- 3) If you have any questions or concerns about insurance coverage of any one item that we will provide you, please contact your insurance provider. If specific "codes" are needed, we will be more than happy to provide those to you, just give us a call.
- 4) Read Family O&P's Patient Rights and Responsibilities [here](#).

If you forget to fill out the Patient Information or sign the HIPAA, don't worry. We keep copies in our offices, and we will have you fill them out at your first visit.

What You Will Need to Bring With You

- 1) Patient Demographics and HIPAA form (See above)
- 2) Insurance Cards for both Primary and Secondary Insurance Providers. For example, if you have Medicare and Blue Cross Blue Shield, we will need both cards to make copies. If your orthosis or prosthesis will be covered by Worker's

Compensation, please provide us with this information to ensure the correct processing of your claim.

- 3) A Prescription from your Primary Care or Referring Physician if you were provided with one before your visit. Don't worry if you don't have one, we can request one for you. All we will need is the correct name of your primary care or referring physician.
- 4) If you are being seen for foot orthotics, please bring the shoes that you will most often wear with you. If we are adding a lift, or attaching an AFO to your shoe, we will need the shoe for sometime so please bring an extra pair of shoes to wear home.
- 5) If you are being seen for a new orthosis or prosthesis and have worn one in the past, bring it with you.

When You Come in For Your Appointment

- 1) You will be evaluated by one of our practitioners in a private exam room. If family or friends accompany you, they, too, are invited to sit in.
- 2) Recommendation for an orthosis or prosthesis will be made. If we suspect that the item will not be covered by your insurance provider, we will tell you so. This way you retain the option to decide if you want to proceed or not.
- 3) If your insurance provider requires prior authorization, we will notify you before the item can be delivered.
- 4) If you are delivered an item, you will be asked to sign a delivery ticket as acknowledgement of receipt and provided a copy. If a follow up appointment is needed, you will be asked to schedule one before leaving, or contacted when the item is ready for delivery.

If You Have Any Questions Before Seeing Us

Please call us. Our goal is to make your visit with us a pleasant one.