

Patient Resources.

Appointment Scheduling

Our office schedules by appointment and we make every effort to accommodate your request. We will accommodate urgent and emergent situations the same day. We recognize the value of your time and desire to serve you efficiently. Every effort is made to see our scheduled patients on time. If you are unable to keep your scheduled appointment, please call us at least 24 hours in advance. Also, please call if you know you are going to be late. This courtesy allows us to accommodate other patients. We accept patients without referrals but some HMO's require a referral from your primary care physician before seeing a specialist. If your insurance requires a referral, we will help you obtain it prior to your scheduled appointment.

Appointment Checklist

So that we may meet all of your expectations, it is helpful if you could bring as many of the following to your appointment as possible.

- All your insurance information. Unfortunately, this is something that is mandated by your insurance carrier. Please remember that we bill your insurance company directly as a service to you.
- Any medical records or copies of images related to your problem. Not all digital images can be accessed by us directly.
- Make a list of your concerns, so that we can address all of them at the time of your appointment.
- Patience – sometimes we run late. Usually this is related to extended care we must give to a patient to address their problem, or we have been required to treat an emergency situation. We will try our best to keep you informed if we are running late. But be assured that we will not rush you out the door if your problem requires more time as well.

Insurance Accepted

These are some of the insurance companies that Dr. DeGrootte participates with. If yours is not listed, let us know. Our charges may be lower than you're out of pocket expenses.

- **Most Government Insurance (for example)**
 - Medicaid
 - Medicare
 - Tri-Care
- **Most commercial insurance (for example)**
 - Aetna
 - Blues Cross
 - United
- **Most Workers Compensation**
- **Automobile insurance**

[Please call either the Sioux City office or the Nebraska office.](#)

Workers' Compensation & Liability

Dr. DeGrootte and his staff are highly experienced in managing and treating work-related injuries. They understand the complexities of such cases and are dedicated to helping you recover from your injury. We will provide timely medical reports to make sure that your benefits are not delayed. We will work with your adjusted, case manager and in some cases, your attorney, to make sure that you get the care you need in a timely fashion.

Dr. DeGrootte knows that early diagnosis and treatment of orthopedic injuries is important to reduce time away from work. He and his staff work together to provide excellent orthopedic care to the injured worker, while keeping the employer, case manager and adjuster updated on the patient's status.

If you are being seen for a work related injury or have been in an auto-mobile accident, we will need the name, address and phone number of the worker's compensation or liability insurance carrier, as well as the claim number and name of the adjuster.

Many workers do not understand their rights when they have a work related injury. If you have a work injury in Iowa or Nebraska, you are entitled to having your medical bills paid in full by your employer's insurance company. You also have the right to choose the providers for your care and are entitled to receiving all reasonable and necessary medical care. Dr. DeGroot's office will communicate with the insurance company to help you get the necessary care and in certain cases we may advise you to obtain legal counsel to advocate on your behalf.

To make an appointment with Dr. DeGroot in Sioux City, please call: [Tri-State Specialists](#)

To make an appointment with Dr. DeGroot in Norfolk, Nebraska, please call: [Russell DeGroot MD PC](#)

Billing Process

We will submit billing claims to your insurance company. Your insurance company will then send payment and an itemization of any patient co-pays, co-insurance or deductibles. We then send you an invoice for these items, for which we expect prompt payment. We recognize that some health expenses are unexpected. If you cannot pay the full amount at once, please be sure to call our billing specialist to set up a payment plan. We also recognize that health insurance can be confusing and our billing staff can help you. Also note that your co-payments are due at the time of service, this is mandated by your insurance company. The unfortunate reality of the changes to health care insurance has now made it impossible to continue to provide excellent care with a "bill you later" system. We will in most cases, require you to pay your deductible before surgery can be arranged. We don't like this as much as you do, so please call your insurance company and voice your concerns. Change can only take place if you make the first call.

Prescription Renewals

We request that all prescription renewal inquiries be made during regular office hours. Please call your pharmacy to have them send a refill request. We suggest that you contact us two days prior to running out of medication, to allow time for a prescription to be sent to your pharmacy. Under NO

circumstances will the on call physician prescribe or refill a medication, so make sure that your prescription does not run out Friday afternoon or over the weekend.