ORA ORTHOPEDICS

Urgent OrthoCARE

What You Need to Know

Please refrain from drinking or eating while waiting to be seen by a provider. In the rare circumstance you may need emergent surgery, this could delay your care.

Thank you for choosing ORA Orthopedics' Urgent OrthoCARE clinics. Urgent OrthoCARE provides convenient walk-in care for orthopedic and sports related injuries and conditions. *Our goal is to ensure you feel respected and well cared for during your visit and throughout your treatment here.*

While it is convenient to be able to walk-in without a scheduled appointment, there are times that Urgent OrthoCARE can be extremely busy, which can result in extended wait times. Our receptionist staff can provide you with an estimated wait time or you can view wait times at all our Urgent OrthoCARE clinics on our website at qcora.com. *Wait times are approximate and may vary depending on the volume and severity of the injuries that present.*

To make your visit with us as convenient and efficient as possible, the following are some guidelines and reminders regarding our Urgent OrthoCARE clinics:

- You will be seen by a physician assistant or nurse practitioner during your visit.
- To avoid the wait times, you can schedule an appointment with one of our providers. We often have appointments available within a couple of days.
- For continuity of care, if you are in the post-operative period (90 days after surgical procedure), it is best to be scheduled with your surgeon versus being seen in Urgent OrthoCARE for any follow-up issues, unless you have immediate concerns, such as an infection or you are directed to Urgent OrthoCARE by your surgeon.
- **Third party liability injuries need to be scheduled with a physician. Please see the receptionist or call appointment scheduling at 563.322.0971 or 309.762.3621 to schedule an appointment with a physician.**
- Our Urgent OrthoCARE providers will focus on your most important orthopedic issue during your visit. If you have issues with multiple body parts that need to be addressed, you will need to make a scheduled appointment for those issues. Seeing each patient for one body part allows our clinic to flow more quickly and thus allows us to help more patients per day.
- **We triage children with bone fractures; please inform the receptionist if your child has a fracture or you suspect your child has a fracture so we can provide them prompt medical care.**
- Our providers will view x-rays obtained at other facilities, if accessible. However, if the provider feels it is necessary, new x-rays will be obtained in our clinic. There are times when specific x-ray views are needed for appropriate diagnosis and treatment.
- No narcotics or pain medication will be prescribed or is available to be handed out in Urgent OrthoCARE.
- No advanced imaging, including MRI or CT, will be read or reviewed in Urgent OrthoCARE. If you would like to have advanced imaging reviewed, you will need to schedule an appointment with a physician. Please see the receptionist to schedule an appointment.
- Urgent OrthoCARE services are limited to same day services that are designed to diagnose, treat, and refer to a specialist's care as needed. While our providers can write work restrictions on a temporary basis, they are unable to complete FMLA or disability forms for Urgent OrthoCARE patients. FMLA and disability forms can be discussed after referral to one of our orthopedic specialists who will continue your care.
- No surgery consults are done in Urgent OrthoCARE. An appointment with a surgeon will need to be scheduled.
- No spinal injections are performed in Urgent OrthoCARE.