

Welcome To Our Practice

Dr. Krause and his staff, a.k.a. Team Mobility, would like to welcome you to our practice.

Mobility Matters! **Mobility** is the one thing that allows you to participate in all activities of daily life. My practice is geared toward helping each patient to meet their **mobility** goals, whether they are an elite athlete, a child playing their first soccer game, a new parent taking a walk with their baby, or an older adult walking their dog. In my orthopedic practice, I treat a variety of orthopedic conditions that affect a patient's mobility, from bunions and hammertoes to ankle fractures, to patellar tendonitis, to arthritis of the hip. Along with my staff, **Team Mobility**, my goal is to restore pain-free **mobility** to all of our patients, regardless of your level of activity

Team Mobility is a division of The Orthopedic Center of St. Louis. The Orthopedic Center of St. Louis consists of ten highly specialized physicians working in the same office. Each physician has a team dedicated to their individual practice; however, each team may not necessarily have the same policies or hours. Nevertheless, they all have the same goal which is state of the art, world class patient care delivered in a friendly, respectful, prompt setting.

Team Mobility consists of the following staff:

John O. Krause, M.D.

Diana Armstrong, APN

Christy Harshaw, MA

Michelle Beech, MA

Tricia Downing, Billing Specialist

Patti Fires, Workers Compensation Coordinator

Bill Kennedy, Director, Practice Development

We strive to treat our patients with compassion and flexibility in an effort to make the process of returning you to activities as convenient as possible. Most of the feedback we get is that we are very user friendly. Dr. Krause's biggest referral source is former patients; this is something we are very proud of and hope to continue. We welcome any feedback from you either verbally or in writing (letter or email).

Office Hours:

Our office is open Monday through Friday from 8:00 am to 5:00 pm.

Dr. Krause sees patients all day on Monday, Wednesday, and on Friday.

Dr. Krause performs surgery Tuesdays and Thursdays at the following facilities:

- St. Louis Spine and Orthopedic Center
 - (Town & Country in Charter Commons just north of Hwy 141 & Clayton)
- St. Louis Surgery Center (Creve Coeur at Olive and Craig Rd.)

- Missouri Baptist Medical Center (SW Corner of I-64 and I-270)

After hours answering service is available for emergencies that number is: 314-995-0891

We have an office email that is checked daily mobilitymatters@toc-stl.com; please feel free to utilize this option as well.

Appointments: Appointments can be made or changed through our office, 314-336-2555. We would appreciate a telephone call or email if you are going to be running late or if you have to cancel appointments. Unfortunately, we have had patients who no-show repetitively for appointments that we had to stop making appointments for them and refer them to another practice. Dr. Krause does his best to stay on time for patient appointments. However, we are an orthopedic practice that sees emergency patients. This may have unforeseen delays. We will try to keep you updated on whether Dr. Krause is running on time. You are welcome to reschedule your appointment if Dr. Krause is running late and you cannot wait due to other responsibilities. Dr. Krause encourages his patients to bring reading materials/work to do while waiting. We have wireless internet access available in our waiting room and you will have computer access to the internet while waiting in each exam room.

X-rays/Imaging: Dr. Krause requires x-rays to be obtained on most of his new patients. **Please bring all previously taken X-rays/MRI/CT films to your appointment. If you are bringing x-rays from an outside facility, please have the images put on a CD if possible, and include the written report.** You may be required to have new x-rays taken at your office visit. If an MRI or CT is required to diagnose your condition, our office normally schedules these at Imaging Partners of Missouri, MRI partners of Chesterfield, or CT Partners of Chesterfield. These facilities are located on the main level of our building. These facilities have high resolution MRI scanner. This allows x-ray images to be delivered to Dr. Krause electronically. In addition, the radiologist will call Dr. Krause with verbal, same day results. We will attempt to schedule your MRI/CT & follow up appointments so that you can get your test then come to our office to review the results with Dr. Krause. As always, you have freedom of choice as you select your provider, as long as you use a closed scanner with high resolution.

Narcotic Policy: Dr. Krause has a very strict policy regarding narcotics. It is his policy that patients will receive prescription narcotics only when they are in the immediate post-operative period or have an acute traumatic injury. You should only require narcotics for a limited period of time. Every effort will be made to switch you over to a non-narcotic pain medication as soon as your pain level permits. If you require long term narcotic use or narcotic use for chronic, non-traumatic conditions, you will be referred to your primary care provider or a pain management physician for pain management.

If you are prescribed a narcotic pain medication you must:

1. Only use one pharmacy for these prescriptions. If you feel you have good reason and must change pharmacies, you must notify us in advance.
2. Only receive your narcotic pain medicine from one physician.

3. It is your responsibility to call your pharmacy for refill requests in a timely manner. Dr. Krause is not in the office every day. Therefore, *if you require a refill on your prescriptions by a certain day, please make sure your pharmacy faxes a request before noon. Refill requests will not be addressed on weekends, after hours, or after 12pm on Friday. We regret that we cannot make exceptions to this.*
4. We ask you to inform us of your present medications. Please tell us of any new medications that you have received from other physicians at each appointment.

YOU MUST USE YOUR MEDICINE AS DIRECTED. EARLY REFILLS WILL NOT BE HONORED FOR ANY REASON. DO NOT LOSE YOUR PRESCRIPTION(S). DO NOT LET OTHERS USE MEDICATIONS FOR ANY REASON.

Any violation of the above may be addressed by referring you to a pain medicine specialist or discontinuing your narcotic medicine.

Medical Records/Disability Forms: If you need your patient information for any reason contacting our office at 314-336-2555. Please ask for the medical records department. This department is also responsible for filling out all disability and FMLA paperwork. *Most insurance plans to NOT cover this service so there may be additional charges.*

Billing Issues: We are happy to bill your medical insurance for you. Please understand that our billing service is offered as a courtesy to you. It does not obligate us to wait indefinitely for payment by your carrier. Co-payments and any prior balance, including co-insurance and/or deductible are required to be paid before every visit and we reserve the right to reschedule your appointment if you are not prepared to pay your account balance. Prior to elective surgery, we will check with your insurance company to determine if authorization is required. It is your responsibility to also contact your insurance company to determine your coverage, check any pre-existing condition clauses, and your financial responsibility. You will be required to pay your portion of your financial responsibility prior to your elective surgery. Dr. Krause reserves the right to cancel surgery if your financial obligation has not been met. If you have any billing questions please contact Tricia Downing, billing specialist at 314-336-2555 ext. 227

Litigated/Work Comp Issues: Our office cannot legally bill your private insurance if there is pending litigation or if there is a workman's compensation claim. It is the responsibility of the patient/guarantor to disclose potential/impending litigation or potential workman's compensation filing. Failure to do so constitutes insurance fraud with associated legal consequences. Please ask Dr. Krause or the staff if you have specific questions.

Workers Compensation Patients: Dr. Krause is very experienced in workman's compensation injuries and laws pertaining to work comp. He will help you to get you back to your activities and to work as quickly as possible. After your examination, Dr Krause will advise you of your work restrictions due to your injury or condition. Our office is aware that the work restrictions may not necessarily be an option at your place of employment. Nevertheless we still must list the restrictions on your work status statement and your employer will advise as to

whether or not they can accommodate you. Please keep in mind that worker's comp patients are not allowed to change or reschedule their own appointments without authorization from the case manager/adjuster. Therefore, all changes must go through their workers' compensation case manager/adjuster.

We thank you for the trust you have placed in us. We hope you find our practice to be friendly and professional and that it meets your expectations for your given orthopedic condition.