



MARYVILLE  
ORTHOPAEDIC  
CLINIC

PO Box 5479  
Maryville, TN 37802-5479  
Phone: 865.984.0900  
Fax: 865.984.1035  
www.mocortho.com

Office Hours:  
Monday-Thursday  
8:30 a.m. to 5:30 p.m.  
Friday 8 a.m. to 4 p.m.

A DIVISION OF SOUTHEASTERN ORTHOPAEDICS

## Fast Facts About Maryville Orthopaedic Clinic (MOC)

IN THE HEART OF BLOUNT COUNTY

### General Information

Maryville Orthopaedic Clinic, a group of Orthopaedic Surgeons, was established in Blount County by Dr. Robert Haralson in 1971. For more than 30 years, we have been providing top-quality comprehensive orthopaedic care. Today, our physician group includes Drs. Ken Bell, Todd Griffith, Mark Thomas, Eric Morgan, and Mike Campbell. All of our physicians are board-certified by the American Academy of Orthopaedic Surgeons. We have a proud heritage and a long tradition of setting the standard for clinical excellence. Recently, we became one of the first practices in the area to provide an extremity MRI unit in our office.

In addition to our group of surgeons, we also have a Certified Physician's Assistant, Kenny Mayes, who is an integral member of our team and a great asset to our practice. Mr. Mayes has 18 years of experience in orthopaedic medicine along with many years of experience in emergency medicine. Mr. Mayes is often available in the office to treat you and consult with your physician should you need assistance between appointments.

### Office Visits

On your first visit to our office, or on a visit for a new problem, you will be asked to fill out a registration form, a medical history form, and a HIPPA acknowledgement form. (Annually, we are required by most insurance companies to get an updated registration form filled out and signed by each patient, so please bear with us as we try to

comply with the insurance industry regulations). Please bring your insurance card and a list of medications you are currently taking. Many insurance companies require a referral from your primary care physician before allowing you to see a specialist. It is very important for our office to have that referral before your appointment. We appreciate your help in this matter. Please also bring any recent x-rays that are related to the problem we are seeing you for on your office visit. We know your time is important and having your previous X-rays relating to your orthopaedic problem will allow us to maximize the benefit of your appointment time.

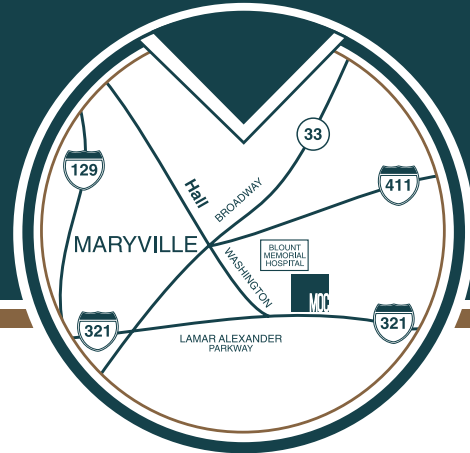
Health care has sometimes become very complicated to render because of all the insurance industries requirements including preauthorization and pre-certifications. These steps can be very frustrating to both patients and staff. We, at MOC, still have the fervent desire to help our patients regain their health and your patience with our efforts will be appreciated.

In order to be seen in our office, you should have an appointment. Walk-ins are discouraged because our physicians maintain a full schedule. Allowing walk-ins would be unfair to the patients who have set up an appointed time to see their doctor. Given the nature of orthopaedics, we realize that emergencies may arise. But, whenever possible, please call ahead to our front office for an appointment time to assure that the office schedule flows as smoothly as possible for all of the patients and staff involved. Work-In patients will be put in the best predicted slow times in

# 30 years

setting the standard

for clinical excellence  
in Blount County.



the schedule or wait until there is a break in the schedule, a cancellation, or until a slot becomes available due to a patient not showing for his or her scheduled appointment.

In our office, as many as 3 or 4 providers can be seeing patients at a time. Therefore, a patient who has arrived after you could be taken back to an exam room before you. This depends on how a physician's time is running or what the patient is being seen for, etc. For example, sometimes a patient may come in for cast work and not actually see a physician.

### After-Hours Emergencies

If you have an emergency after hours, we always have a physician on call to serve you. Please dial 984-0900 for instructions on how to reach the on-call physician with your emergency situation.

### Prescription Refills

During regular business hours, if you request a refill prior to 2:30 pm, it will be addressed by the clinical department and physicians that same day, and your prescription will be called in by 5:30 pm. (We encourage you to check with your pharmacy prior to picking up your prescription to make sure it is ready).

*We are unable to fill or refill narcotics or other prescriptions after regular office hours or on the weekend.*

### Clinical Telephone Calls

Every day we have a full-time clinician assigned to handle patient telephone calls involving clinical questions. Due to the number of calls, our clinician stays busy communicating with our patients. If this staff member is on another line when you call in, we have a voice mail box set up for you to leave a message. Please leave the patient's full name and date of birth, your reason for calling, and a phone number where you can be reached. Our clinician will then listen to your message, pull your chart, and often be able to ask the physician about your concern prior to returning your call.

### Directions to our Office

Maryville Orthopaedic Clinic is located directly in front of the Blount Memorial Hospital Campus on Highway 321, Lamar Alexander Highway. Our office is on the 2<sup>nd</sup> floor of a two-story, red-brick building, located between the two main entrances to the hospital.

Thank you for your interest in our practice. We want you to have as much information as possible regarding your healthcare experience in our office.

If you have any problems or suggestions, please pass these onto our physicians or staff. We are always searching for ways to serve you better.

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