



# TOA ORTHOPEDIC URGENT CARE

## TOA Orthopedic Urgent Care FAQ's:

How long will I have to wait?

Wait times vary and we'll do our best to help you quickly. Typically, you will be seen faster than in an Emergency Room.

Will my insurance cover my visit?

Your walk-in appointment will be treated like a specialty physician office visit, therefore it will be billed to your insurance company accordingly. Most insurance plans are accepted.

What should I bring to my walk-in appointment?

- Driver's license or picture ID
- Your insurance card or other health coverage information
- Payment, Copay (Your insurance card will usually indicate your copay amount)

What if I need follow-up care?

We will be more than happy to schedule a follow-up appointment for you to see one of our orthopedic physician specialists.

Will there always be a physician on call?

There will always be a Tennessee Orthopaedic Alliance physician on call should an issue arise that needs to be handled after your visit to the Walk-In Clinic.

Does your clinic treat people of all ages?

Yes, our clinic treats people of all ages who have a non-emergent orthopedic need.

Do you provide MRI in the Walk-In clinic?

No.

Do you provide X-ray in the Walk-In clinic?

Yes.

Do you provide splinting and casting?

Yes.

Are patients with a workers' compensation injury seen in the urgent care clinic?

Authorized workers' compensation injuries may be treated in the urgent care clinic.

Do I pay at the appointment?

Yes, a co-pay or deductible is required when you visit the walk-in clinic. However, it is considered an office visit and is usually much less expensive than emergency room costs.

What if I don't have insurance?

TOA offers a self-pay rate for the office visit. X-Ray and other treatments would be additional.

**For more information or questions, please call 855-NEED-TOA.**