



Handbook

Navigating the Ins and Outs of  
Tri Rivers Musculoskeletal Centers

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Patient

**Tri Rivers**  
Musculoskeletal Centers

In partnership with UPMC and Butler Health System

1-866-874-7483 • [TriRiversMSK.com](http://TriRiversMSK.com)



Navigating the Ins and Outs of  
Tri Rivers Musculoskeletal Centers





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## Welcome to the Tri Rivers Patient Handbook

Dear Patient:

Thank you for choosing Tri Rivers as your musculoskeletal provider. Our goal is to develop a strong provider-patient relationship with you to help ensure the delivery of exceptional patient care. And exceptional patient care doesn't focus only on your physical needs; it also addresses your mental, emotional, social and administrative challenges as well.

That's why we produced this Tri Rivers Patient Handbook. Our patients have many different needs, but similar questions and situations often arise. Most likely, Tri Rivers has a process or system already in place to help you, but you may need some direction in figuring things out. This handbook will help you determine "where to find what you need from us."

Use this book as a resource. As you can see from the Table of Contents, we've organized the information as though you were proceeding through a patient visit at our practice. We have also included a detailed Index in the back in case you need to address or resolve a specific topic or issue.

Most of all, please know that you can ask anyone on our staff for help, and they will be happy to provide it to you. We are here for you and your family on your lifelong quest to good musculoskeletal health.



# Providers

## Our Providers

### Orthopedics & Sports Medicine

William D. Abraham, MD  
D. Kelly Agnew, MD  
Christopher T. Edwards, MD  
Trenton M. Gause, MD  
Thomas S. Muzzonigro, MD  
Corey A. Pacek, MD  
H. James Pfaeffle, MD, PhD  
Scott G. Rainey, DO  
John M. Richmond, MD  
William E. Saar, DO  
S. Joshua Szabo, MD  
Robert L. Waltrip, MD  
Michael W. Weiss, MD

### Primary Care Sports Medicine

Anna M. Dumont, DO  
Megan Groh Miller, MD

### Physical Medicine & Rehabilitation

James L. Cosgrove, MD  
James A. Craig Jr., DO  
Judith H. Esman, MD  
Anna K. Gaines, MD  
Edward D. Reidy, MD  
Benedict C. Woo, MD

### Rheumatology

Joseph Devich Jr., DO  
Betsy F. Shook, MD

## Advanced Practice Providers (APPs)

Our highly trained PA-C and CRNP providers play an integral role in our practice. These midlevel providers assist the physicians in a multitude of ways, including but not limited to administering injections, specimen collection, counseling patients, treating patients in the office and assisting the surgeons in the operating room. Our knowledgeable PA-C/CRNP team members are board-certified and are valued members of the Tri Rivers clinical team.

### Orthopedic APPs

Matthew S. Bishop, CRNP  
Eric Cheponis, PA-C  
J. Duane Chess, PA-C  
Jennifer L. Grace, PA-C  
Jessica L. Greenwald, PA-C  
Carolyn E. Hemphill, PA-C  
Timothy J. Heusey, PA-C  
Jason D. Kuchta, PA-C  
Monica A. Leseman, PA-C  
Natalie K. Llewellyn, PA-C  
Rashelle L. Maderitz, PA-C  
Robyn N. McNamee, PA-C  
Bethany M. Prince, PA-C  
Francis J. Savannah, CRNP  
Christopher J. VanSchepen, PA-C  
Jason J. Vasses, PA-C  
Zachary V. Weber, PA-C  
Rebecca M. Zahniser, PA-C

### Rheumatology APPs

Kelly L. McCullough, PA-C  
Holly B. Vasses, PA-C

# Appointment Preparation

**Knowing what to bring and being properly prepared before your appointment will help you get the most out of your time with our providers. This section explains activities and information that need to be addressed before scheduling your appointment and arriving at our office.**



## Appointment Scheduling

You may schedule, cancel, reschedule or confirm an appointment at 1-866-874-7483 between 8 a.m. and 4:30 p.m. Monday through Friday.

For ease of scheduling, please be prepared with the following information:

- Patient name (with correct spelling), date of birth, address, telephone number and PCP name (Primary Care Physician)
- How, when and where the injury occurred and the body part injured
- What, where and when any testing or surgery may have been done (X-ray, MRI, CT scan, Bone Scan, etc.)
- Insurance information: personal health insurance, workers' comp and/or auto insurances

Most of our physicians see patients in multiple office locations. For this reason, it may be necessary to schedule some appointments at an office different than your initial request.

To request an appointment online, visit our website at [TriRiversMSK.com](http://TriRiversMSK.com) and click on the top heading, "Patient Online Tools." From there, securely request an appointment from the patient portal at [MyUPMC.com](http://MyUPMC.com).

## Reminder Calls and Text Messages

Unless patients specifically request to not receive them, automated appointment reminder calls are made up to 5 days prior to the scheduled appointment date and will be repeated until there is a response to the call or voicemail.

If patients list a cell phone number, they may also receive a text message reminder of their appointment.

\*Note: If multiple family members list the same cell phone number on multiple accounts, the reminder messages for all appointments will be sent to this same phone for any of those individuals. This frequently occurs when parents list their cell phone number on their child(ren)'s account.

## Planning for Your Appointments

Bring the following items to your appointment:

- All insurance cards
- Copay: We accept cash, checks and credit cards
- Photo ID
- Referral from your PCP if one is required by your insurance plan for specialist visits
- We can access and view images from all UPMC facilities (except Children's Hospital), Butler Health System, Image Radiology Group and North Pittsburgh Imaging. If you had imaging performed at any other facility, please bring copies to your visit (X-ray, MRI, CT scan, bone scan films).
- Medical records from previous physicians for the same treating condition
- A list of all prescription and over-the-counter medications, including vitamins or supplements
- Any prescriptions for testing, consultations, etc., given by your PCP or other referring provider
- A list of questions you would like to ask your physician

## Arriving at Your Appointments

- Please arrive 15 to 20 minutes before your scheduled appointment to allow time to complete necessary paperwork.
- Please allow additional time for parking at our North Hills office; valet parking is available at this location only.
- Wheelchairs are available at all of our treating office locations.
- Patients who use oxygen should be sure to bring a sufficient supply for their office visit, allowing for a possible wait time.
- Upon entering the office, please advise our front desk staff of your arrival, and they will direct you to our self-service kiosks for check-in. Feel free to ask our helpful staff if you need assistance during this process.
- All applicable copays are due at the time of the patient visit and may be paid on the kiosk with a credit card or at our front desk, where we accept cash, check and credit card payments.
- You may be asked to complete a questionnaire, presented on an electronic tablet, to assess your current medical condition or status.

## Insurance Referrals

- Should your insurance require a PCP referral, please contact your PCP immediately upon scheduling with us and request that they fax it to us prior to your appointment to 412-367-5095. If we have not received the required referral when you arrive for your appointment, you may have to reschedule.
- Please be sure to alert us to any changes to your insurance as soon as they occur. We want to ensure that all services provided or ordered -- including surgeries, testing and specialty injections -- are properly billed to your insurance before the procedure takes place to avoid incurring unnecessary out-of-pocket expenses.

### Auto-related Injuries

- Please provide your auto insurance carrier information, which includes billing address, phone number, your claim number and date of injury.
- If auto insurance information has not been provided and verified when the patient arrives to the office visit, the account will be listed as "Self pay" until we receive the proper billing information.
- We will request a copy of your personal insurance card to have on file.

### Workers' Comp Injuries

- Verify with your employer, prior to scheduling, that Tri Rivers Musculoskeletal is on your employer's panel of providers.
- After you have confirmed that TRMC is on your provider panel, call to schedule your initial appointment for your work comp injury. Please provide us with your insurance carrier information, including billing address, phone number, claim number and date of injury.
- If you have a case manager, please provide his or her name and phone number. You will also be asked to provide your employer's name, address and phone number for any work comp injury.
- If Work Comp insurance information has not been provided and verified when the patient arrives for the office visit, the account will be listed as "Self pay" until we receive the proper billing information.
- If specialty testing is ordered during your visit, for example an MRI, you should contact your WC nurse case manager for scheduling of the test. After your test is scheduled, call our office to schedule your follow up visit to obtain the results.
- We will request a copy of your personal insurance card to have on file.

## Minor Patients (younger than age 18)

Patients younger than the age of 18 must be accompanied by a parent, legal guardian or their adult designee to all visits. An Act 52 form must be completed if the person accompanying the minor patient is not the parent/legal guardian.

The Act 52 form does not grant the designated person(s) the ability to make medical decisions for the minor patient or consent for treatment.

## Nursing Home Patients

To ensure proper care and treatment, all patients coming to our office from a nursing facility must be accompanied by a family member or staff of the nursing home who is knowledgeable of the patients' medical condition and able to aid them as needed.

Non-weight bearing patients should be transported by ambulance to their appointments. Our physicians may request non-weight-bearing patients be rescheduled if they arrive unattended and we are not able to lift them.

Before scheduling new patients from nursing facilities, we require all patient registration paperwork be completed and returned to us in advance.

Nursing home patients are scheduled no later than 2 p.m. to allow enough time for transportation arrangements to be completed.

# Attending Appointment

**The check-in process has been automated to help improve accuracy of information while ensuring privacy. Our front desk staff is happy to help you during this process.**



## Parking

Parking at all of our office locations is free of charge. Valet parking at our North Hills office is provided at a cost charged by UPMC Passavant.

## Check-In

Upon entering the office, please advise our front desk staff of your arrival, and they will direct you to our self-arrival kiosks for check-in. Feel free to ask our helpful staff if you need assistance during this check-in process.

## Self-Arrival Kiosks

At the kiosk, you will review your demographic information, making any necessary changes or updates.

- Copays in the form of a credit card payment may be made at the kiosk.
- If you have additional changes to your information that are not asked on the kiosk as you check-in (e.g., new insurance, address, telephone number or Primary Care Physician), please alert the front desk staff and request they update your patient record.

It is not mandatory that a patient check in at the kiosk; feel free to advise our front desk staff if you find it uncomfortable or wish to decline use.

In conjunction with the kiosks, biometric fingerprint registration can also help speed the check-in process.

## Biometrics Fingerprint Registration

Biometrics fingerprint scanning allows patients to more quickly register at the self-arrival kiosks or at our front desks by simply scanning their finger.

Once enrolled in biometrics, patients can check-in using their fingerprint at any participating UPMC facility.

## Emergency Contact

The patient-listed Emergency Contact(s) is the person(s) who will be contacted in the event of a medical emergency while the patient is receiving treatment or care in our office or any other UPMC facility.

## Questionnaires (Patient-reported outcomes)

You may be asked during your office visit to complete a questionnaire, presented to you in an electronic format. The patient-reported outcomes of these questionnaires will aid in research and affect future treatments or care of patients.

These questionnaires will be presented to the patients at specific intervals during their treatment.

The questionnaires can be completed in our office or via the MyUPMC patient portal.

## X-rays

- Wear loose, comfortable clothing and shoes. Avoid wearing clothing with metal zippers, buttons, snaps, grommets and sequin art.
- You may be asked to change into a gown or shorts for the X-rays and/or exam.
- It is best to leave your jewelry and valuables at home, as you may need to remove them for the exam.
- Alert your doctor or X-ray technologist if you are or may be pregnant.

## Checkout

At the end of your appointment, please stop by the front desk to check out. The staff will make sure you have all the proper paperwork, necessary testing or medication scripts and can schedule any future appointments.

# Appointment Follow-up

**Good patient care doesn't stop at the end of your visit. Oftentimes, you need to communicate with our providers in-between appointments to resolve questions or request prescription refills. This section provides help with completing tasks not associated with an office visit.**



## Primary Care Physician (PCP) relationships

It is important to communicate to your primary care physician the outcomes of your visits with us. We can provide office notes to him or her after each visit, keeping them apprised of the plan of care for your condition/injury, any medications prescribed, testing or therapy ordered or administered, work status, etc. Physicians within UPMC can access our progress notes within the system's electronic health records. If your PCP is independent or with another health system, please call our Medical Records department at 412-367-0600, ext. 126, and we can send the notes on your behalf. Please be sure to alert us if you have a change to your Primary Care Physician.

## Prescription Refill Requests

To request a prescription refill, please call our office at 1-866-874-7483, press "3" and provide the following information in your message:

- Patient name
- Date of birth
- Medication name
- Dosage
- Quantity needed
- Last date filled
- Pharmacy name, location and phone number

Refills are normally available by noon the next business day, and a member of our clinical staff will call you when it has been completed. Non-narcotic prescriptions will be e-prescribed directly to your pharmacy; please allow adequate time for your pharmacy to fill incoming orders.

Prescriptions for narcotics or controlled substances must be picked up in our office by the patient only and with proper photo ID. Prescriptions will not be dispensed between noon and 1 p.m.

Refill requests can be made directly via the patient portal at MyUPMC.com or through our website at TriRiversMSK.com by clicking on the heading, "Patient Online Tools," which also securely links you to the portal.

## Scheduling Surgery

After surgery has been scheduled, the patient will need a History and Physical (H&P) performed in our office. At this appointment, medical history will be reviewed, and all necessary paperwork and consents will be completed and signed by the patient. In most instances, this is done at the appointment during which the surgery is scheduled, but there are occasions when the patient will need to return at a later date to complete.

Patients will receive orders for any necessary preoperative testing during their H&P. This may include labs, EKG and chest X-ray. Lab testing cannot be done more than 30 days before the surgery. Please advise the physician assistant or nurse practitioner if you have had a recent EKG or chest X-ray.

You may be required to see your PCP (Primary Care Physician) or other specialty physician for preoperative clearance. You should contact their office immediately following your H&P to allow time for scheduling.

Please be sure to advise our front desk or clinical staff of any insurance changes when arriving for your H&P visit.

The hospital will call you the day before surgery to advise of arrival time.

Our physicians operate at:

### Inpatient Facilities

- Butler Memorial Hospital
- UPMC Passavant Hospital - Cranberry Campus
- UPMC Passavant Hospital - McCandless Campus

### Outpatient Facilities

- The Surgery Center at Benbrook
- The Western PA Surgery Center

## Messages to Your Physician

Should you have a true medical emergency, call 911 or go directly to the Emergency Department for immediate attention.

You may leave a message for your physician during normal business hours by calling 1-866-874-7483 and pressing "3." Our phones answer between 8 a.m. to 4:30 p.m. Monday through Friday.

You will be prompted to verify your telephone number or to change it to an alternate number for us to call back. Please leave the following information:

- Patient's full name
- Patient's date of birth
- A complete and detailed message explaining reason for your call

The phone team then electronically routes your message to your treating Tri Rivers physician and his or her clinical team. All calls received will be answered in a timely fashion.

Please understand that your physician may be seeing patients or could be in surgery when you call, so it may take time to get a response.

Patients may also communicate with their provider via the patient portal. To enroll or sign in, go to [MyUPMC.com](http://MyUPMC.com).

### Patient Portal/MyUPMC.com

The free patient portal, called [MyUPMC.com](http://MyUPMC.com), enables you to:

- Communicate with our Tri Rivers providers
- Request or schedule an appointment
- Pay bills online
- Renew your prescriptions
- View your medical records
- See your lab results

Sign up at [MyUPMC.com](http://MyUPMC.com) or call 1-866-884-8579 for assistance. There is a link to the UPMC patient portal from our website at [TriRiversMSK.com](http://TriRiversMSK.com).

## Emergency Care/After-Hours Needs

Always go directly to the Emergency Department or call 911 for any life-threatening medical conditions or injuries.

Should you need to reach one of our physicians for an urgent issue after normal business hours, contact the provider on call through our answering service by calling 1-866-874-7483.

Please call during normal business hours for non-emergent needs. Our phones are available 8 a.m. to 4:30 p.m. Monday through Friday.

Patients may require additional advanced imaging (CTs or MRIs), physical therapy and/or other diagnostic testing, some of which may not be available at our offices. Our staff can help with scheduling and obtaining insurance authorizations when necessary.



## DME (Durable Medical Equipment)

Tri Rivers works in conjunction with Elizur and may provide you with durable medical equipment items directly from our offices. This may include items such as splints, slings, range of motion (ROM) boots or crutches. Any items dispensed will be billed to your insurance and the patient/guarantor will be asked to sign an insurance waiver upon dispensing of the DME.

Elizur may need to schedule patients for a separate appointment to be fitted for specialty braces. These appointments can usually be done in one of our office locations.

Your Tri Rivers treating physician may send you to a physical therapist to have specialty splints made that we are unable to provide in our office.

For returns and billing questions regarding Elizur DME products, please ask any Tri Rivers office location for an *Elizur Return Policy and Payment Guide* or call 1-877-354-9870 to speak to an Elizur Patient Concierge Team member.

## Waterproof Casting

Waterproof casting is available in all of our treating offices and may be requested by the patient; however, it is not covered by any insurance and is payable at the time of the patient's visit.

## Physical Therapy Services

Postoperative and fracture care are important to the proper healing of the patient. Be sure to attend all ordered physical therapy visits.

UPMC Centers for Rehab Services has clinics in our Butler-Clearview and Cranberry/Mars buildings as well as the UPMC Lemieux Sports Complex.

Patients should check with their insurance carrier to locate facilities in their preferred network.

## MRI/Testing Authorizations

Should your physician request you have an MRI or other specialty testing that require prior authorization, our team of authorization specialists will work with your insurance carrier to obtain it on your behalf.

Once we obtain proper authorization, we will contact you to schedule your test at a convenient time and location.

If you have workers' comp insurance, you will need to contact your insurance carrier or case manager to schedule any testing. Once scheduled, please call our office and advise us where and when your testing will occur, so we can schedule your follow-up visit with your physician.

If you should need to reschedule or cancel scheduled testing, please call the testing facility directly.

Please advise your physician or our clinical staff if you are claustrophobic.

To ensure complete understanding of your diagnosis, to review films and discuss your medical plan of care, test results require an appointment.

We can access and view images from all UPMC facilities (except Children's Hospital), Butler Health System, Image Radiology Group and North Pittsburgh Imaging.

# Billing & Insurance

**Billing and insurance coverage are very challenging topics, particularly in today's health-care environment. Because it is owned as a joint venture of UPMC and Butler Health System, Tri Rivers is very unusual in that it can accept both Highmark and UPMC Health Plan, along with many other carriers, as an in-network provider.**



## Billing and Insurance

Tri Rivers accepts most health insurances, including both Highmark and UPMC Health Plan. If you would like to know in advance of scheduling an appointment if we are a participating provider for your insurance, call the provider services number on your insurance card to verify.

- Call the UPMC Insurance Hotline at 1-855-646-8762 for all insurance-related questions.
- All copays for services rendered are due at the time of your appointment; we accept cash, check and credit cards.
- Price estimates for care can be obtained by calling 1-800-371-8359.
- We do not bill to third-party liability insurances.

## Financial Assistance

For those patients without health insurance, UPMC can provide financial assistance to those patients with low income or those who are uninsured. Contact the UPMC Central Billing Office at 1-800-371-8359 for financial counseling and assistance.

To determine if you are eligible or request information, contact the Patient Financial Services Center at 1-800-371-8359.

The UPMC Financial Assistance application can be obtained online at <http://www.upmc.com/patients-visitors/paying-bill/services/Pages/default.aspx>

Butler Health System also provides financial assistance for its patients. Contact them at 724-284-4460.

The Butler Health System Charity Care application can be found online at [www.butlerhealthsystem.org](http://www.butlerhealthsystem.org) or you may email [patientfinancialservices@butlerhealthsystem.org](mailto:patientfinancialservices@butlerhealthsystem.org) to discuss or request.

## Insurance Referrals

Should your insurance require a referral, you should contact your PCP to request, as soon as you schedule your appointment with us. Your insurance card should state if a referral is required.

- Referrals should be faxed to us at 412-367-5095.
- If we have not received a referral for your visit at the time of your arrival, we will ask you to reschedule.

**To help ensure patients' privacy of their health information, Tri Rivers adheres to regulations established by the federal government and UPMC. These rules and procedures are created to protect and respect our patients' privacy. Please be sure to include your family members on the necessary paperwork, so they can be easily and appropriately involved in your care.**



### Designating a Personal Representative (PRD)

You are strongly encouraged to designate a Personal Representative who you permit us to provide information to relative to your medical care. They may speak to the physician and staff on behalf of the patient, pick up non-narcotic prescriptions, schedule, cancel or reschedule appointments, etc. We will not provide information regarding the patient care to anyone not on a signed PRD form.

The PRD signed for Tri Rivers is specific to our office and does not apply to any other UPMC entity.

### HIPAA Notice of Privacy Practices

Tri Rivers will adhere to all privacy policies as provided in the HIPAA Notice of Privacy Practices. This notice can be found on our website or obtained at our offices. We will only provide your medical information to those individuals that you authorize or as it relates to continuation of care. You may amend your authorization form at any time in any of our office locations, simply inquire at our front desk.

### Forms and Patient Records

Our Medical Records Department can assist you with FMLA and Disability forms completion, as well as the release of copies of patient records.

A signed UPMC Request to Release Health Information form is required to release any patient health information, either to you or to a third party. You may obtain copies of these release authorization forms at any of our office locations or on our website at [TriRiversMSK.com](http://TriRiversMSK.com) under the heading, "Patient Online Tools."

- Release of record authorization forms must be completed and signed by the patient or parent/legal guardian for minors.
- There is a fee for the completion of medical forms as well as obtaining copies of records. All fees must be paid when the request is submitted.
- Please allow 10 to 14 working days for the completion of all requests.
- Contact our Medical Records Department for your specific needs:
  - Disability / FMLA 412-367-0600 ext. 166
  - Patient Records 412-367-3851
  - Work Comp 412-367-3841

# Miscellaneous Needs

Following are additional helpful but somewhat random tips that didn't necessarily "fit" elsewhere in the process. However, knowing that these procedures exist and understanding some of the reasons why they may be in place can help you resolve a specific need.



## Emergency Care/After-Hours Needs

Always go directly to the Emergency Department or call 911 for any life-threatening medical conditions or injuries.

Should you need to reach one of our physicians for an emergency after normal business hours, contact the provider on call through our answering service by calling 1-866-874-7483.

Please call during normal business hours for non-emergent needs. Our phones are available 8 a.m. to 4:30 p.m. Monday through Friday.

## Office Hours

Please call during normal business hours for non-emergent needs. Our office hours are 8 a.m. to 4:30 p.m. Monday through Friday.

## Holidays Observed

Tri Rivers observes the following holidays, when our offices are closed so our staff may enjoy time with their families:

New Year's Day	Independence Day	Thanksgiving Day
Martin Luther King Day	Labor Day	Christmas Day
Memorial Day		

\*In the event that an observed holiday falls on a Saturday, observance will be the Friday prior. An observed holiday that falls on a Sunday will be observed on Monday.

## Electronic Health Records

Electronic health records, otherwise known as EHR, aid in delivery of great patient care by allowing health records to be more readily available and accessible to your physicians.

To comply with government mandates, we will ask you for some required information, including the patient preferred language, race, ethnicity, smoking status and email address.

Tri Rivers/UPMC will not release any protected health information without following HIPAA regulations and guidelines.

We will request the name of your pharmacy so we can electronically prescribe medications for you. All non-narcotic medications are electronically prescribed.

## Workers' Comp Appointments

Healthy, vibrant workers are the lifeblood of every company, and Tri Rivers Musculoskeletal Centers delivers quality comprehensive care to injured workers so they can return to work successfully and in a timely manner. Before scheduling, be sure to check with your employer that Tri Rivers Musculoskeletal Centers is on your panel of providers.

All insurance billing information, claim number and date of injury must be provided before we will schedule an appointment.

We will ask you to provide us your personal insurance information, in conjunction with your work comp information. This creates a safety-net for the patient in the event worker's comp denies the claim and is also required by outside facilities for any specialty testing or surgery that your doctor may order.

You will receive a work status update at the end of each appointment. Please be sure to share this with your employer.

Contact your insurance carrier or nurse case manager for approval and to schedule any specialty testing or physical therapy

## Website

Our website is filled with valuable information about our physicians, locations and services. Visit [TriRiversMSK.com](http://TriRiversMSK.com) to:

- Learn about our practice and physicians
- Refill a prescription
- Request an appointment
- Obtain a patient release of medical records
- Get directions to our office locations
- Find out about upcoming community events
- Read about a variety of orthopedic conditions

## Contact Us

We understand that your time is valuable and we do not want our callers to wait extensively, so for this reason we have built-in prompts within our telephone system to allow you to reach your calling destination as quickly as possible.

You can reach us by calling 1-866-874-7483 between 8 a.m. and 4:30 p.m. Monday through Friday.

Be aware that our physicians and clinical staff are seeing patients or in surgery daily, so return calls to patients take place in between these services. Please allow adequate time for a response to messages left for your physician.

You may also request an appointment or leave a message for your provider via the MyUPMC patient portal. UPMC patients can access the portal at [MyUPMC.com](http://MyUPMC.com) to create an account.

## Specialty Services

Whether you need specialized services like an EMG or routine testing such as an X-ray or ultrasound, Tri Rivers staff can easily schedule these procedures and more in one of our seven convenient office locations, saving you valuable time. Our specially trained physicians have the expertise to get you back to your everyday life faster.



### Onsite X-rays and Ultrasounds

Tri Rivers offers digital X-rays in all of its offices except Saxonburg, which utilizes Butler Health Systems' outpatient X-ray services. Patients can have X-rays taken on-site during their appointments, and most mobile patients can obtain them in the upright, standing, sitting or lying down positions.

On-site ultrasound services are also available in all of our offices for diagnostic testing and ultrasound-guided injections of the upper and lower extremities, or limbs of the body. By providing on-site X-rays and ultrasounds, our physicians can more quickly and accurately diagnose a patient's condition and determine the appropriate treatment to get them on the road to recovery.

### Injection Therapy/Visco Supplementation

Visco supplementation is a series of 3 to 5 injections, into the knee, given in weekly increments.

- A patient can have injections in both knees at the same time.
- Many insurance carriers require an authorization for these injections which our team of specialists will obtain, when necessary, prior to ordering the medication.
- Allow approximately 2 weeks for the authorization, ordering and delivery of medication.
- Your insurance carrier will determine how the injections are secured for your treatment. Should your insurance carrier direct it be obtained from a specialty pharmacy, that pharmacy will contact the patient to confirm the order and financial responsibility. Failure on the part of the patient to speak to the pharmacy will prevent the fulfillment of the order for shipment.
- Once the medication has arrived, a member of our team will call to schedule your weekly appointments.
- Please alert our clinical staff if you have allergies to chicken, eggs or feathers.
- You will be scheduled to see your TRMC physician approximately 6 weeks following the completion of your series of injections.
- A series of Visco injections cannot be given into the same knee more frequently than a minimum six months apart.

## Fluoroscopically Guided Injections

You may be scheduled for an epidural steroid injection with one of our Physical Medicine and Rehabilitation specialists, Dr. James Cosgrove or Dr. James Craig. These injections are performed as outpatient procedures at our BHS Crossroads, Cranberry/Mars and Slippery Rock locations, all of which have specially designed fluoro suites.

The entire procedure, including post-injection care, takes about 30 minutes. The patient can usually go back to normal activities the following day. Our staff obtains the required prior authorization from the patient's insurance carrier for all injections.

Read the *Fluoroscopically Guided Injections* brochure for specific instructions.

## Osteoporosis Care

Tri Rivers offers screening, follow-up care and treatment for our osteoporosis patients. We offer DEXA scan (bone density) screenings at our facility in the Brooktree complex in Wexford, with convenient patient hours. Patients being treated for osteoporosis may be scheduled in our BHS Crossroads Campus, Cranberry/Mars, North Hills and Slippery Rock locations.

## Concussion Care

Our Primary Care Sports Medicine Specialists, Dr. Anna Dumont and Dr. Megan Miller, treat patients with concussions.

- Baseline and post-injury ImPACT® testing can be done in our offices.
- Baseline ImPACT® testing is not covered by any insurance; the fee of \$25 is due at the time of testing.
- Post-injury ImPACT® testing is covered by some insurance, but not all.
- Patients can be scheduled in our BHS Crossroads Campus, Cranberry/Mars, North Hills and Slippery Rock offices.
- Dr. Dumont will treat concussions for patients ages 10 to 59 who are non-trauma related.
- Dr. Miller treats athletes with sports-related only concussions, in patients ages 10 to 59.
- When attending your first visit for concussion treatment, please bring any CT scans or ImPACT® tests previously done.

## Electrodiagnostic Testing (EMG/NCS/NCV)

Electrodiagnostic testing measures the electrical activity in nerves and is used to help diagnose the cause of symptoms such as numbness, tingling, weakness, pain or loss of function.

Electrodiagnostic testing takes about 30 minutes and can be done in any of our office locations by a Physical Medicine & Rehabilitation physician.

If you are having a study of your arms (upper extremities) or legs (lower extremities), you may wish to wear loose fitting clothing that can be rolled up. We may ask you to change into shorts for testing performed on the lower extremities.

On the day of your testing, do not use any lotions or creams on the body parts to be tested, as these may affect the results.

## Amputee Care

We offer Amputee care under the direction of Dr. Anna Gaines. She works closely with these patients to offer a comprehensive rehabilitation program to help them gain independence.

Tri Rivers works in conjunction with prosthetic companies to facilitate fittings for the patients during these visits when possible.

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## Physician Office Locations

### Main Phone Number

1-866-874-7483

### Butler Crossroads Campus

127 Oneida Valley Road  
Suite 302  
Butler, PA 16001

### Butler-Clearview

142 Clearview Circle  
Butler, PA 16001

### Cranberry/Mars

6998 Crider Road, Suite 110  
Mars, PA 16046

### North Hills

UPMC Passavant  
Medical Building T  
9104 Babcock Blvd., Suite 2120  
Pittsburgh, PA 15237

### Slippery Rock

SRU Campus  
100 Innovation Drive  
Suite 104  
Slippery Rock, PA 16057

### UPMC Lemieux Sports Complex

8000 Cranberry Springs Drive  
Cranberry Township, PA 16066

## Diagnostic Testing Sites

### For EMG Services Only

Armstrong County Memorial Hospital  
1 Nolte Drive  
Kittanning, PA 16201

UPMC St. Margaret  
815 Freeport Road  
Pittsburgh, PA 15215

### For Bone Density Services Only

7500 Building in  
Brooktree Office Park  
Wexford, PA 15090

## Affiliated Hospitals & Outpatient Surgery Centers

Butler Memorial Hospital  
UPMC Passavant Hospital  
Cranberry Campus  
McCandless Campus  
The Surgery Center at Benbrook  
Western PA Surgery Center





**Tri Rivers**  
Musculoskeletal Centers

In partnership with UPMC and Butler Health System

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