

Introduction

Welcome to our office. The doctors and staff are pleased to have you as our patient. The purpose of this brochure is to provide you with useful information that will clarify our policies and procedures, as well as acquaint you with the office and staff. Please feel free, at any time, to discuss any concerns you may have with the doctor or with the staff.

Our goal is to provide you with the highest quality of foot care. In order to accomplish this we must strive to continually update our diagnostic and treatment techniques. We also recognize the importance of addressing your many other concerns, including apprehension, flexible scheduling, finances and education about your foot problem.

What is a Podiatrist?

A podiatrist is a member of the health care team who treats the foot and ankle through medical and surgical means. Some of the most common conditions that are treated are ingrown toenails, heel pain, painful bunions, painful corns associated with hammertoes, and painful calluses. Other problems include warts, ulcers and other skin conditions, intoeing, outtoeing, ankle sprains, flat feet, high arched feet, and broken bones.

Patients treated are of all ages and occupations. They come here with a wide variety of problems. Some require minimal treatment while others may require delicate surgery.

Those treated include children, athletes (including runners, joggers, and walkers), and patients with associated systemic disorders (such as diabetes, heart conditions, gout, and circulatory problems).

Referral Information

Please make sure you let us know how you learned about our doctor. If you were referred to us by a physician, we want to keep him or her up-to-date on your progress, and thank the doctor for sending you. Referrals by your friends and family reflect satisfaction and confidence with the care we provide and also deserve special thanks.

Financial Information and Policies

The packet you received when you arrived for your first visit to our office contains a special and separate booklet which outlines our policies with regard to payment for the services we render. Most of your questions will be addressed in that booklet, but feel free to call us at 816-268-1915 if we can be of further assistance.

Health Maintenance Organizations (HMO's) and Preferred Provider Organizations (PPO's) provide many of you with insurance coverage. Their rules regarding visits to our office vary. Some require a referral from your primary care physician. If a referral is required, we wish to emphasize the importance of making sure that all necessary insurance paperwork is completed *prior* to your visit. This will prevent unnecessary delays when you arrive for treatment.

Scheduling Appointments

Working by appointment is usually more efficient and makes it more convenient for you. When you call as a new patient, you will be asked the nature of your problem so that we can reserve an appropriate period of time for your initial visit. You will also be asked other questions pertinent to your first visit, including insurance information. We will then be better able to prepare for your arrival. *Please bear with us so we can better serve you.*

Established patients are asked to let us know if there have been any changes of information, such as a new name, address, insurance information or telephone number.

When scheduling appointments for new or established patients, urgent problems will, of course be given special consideration.

Every effort here will be made to adhere to each day's appointment schedule. The doctor and staff fully recognize the value of *your* time, too, and will do everything possible to avoid keeping you wait unnecessarily.

Unfortunately, the schedule here is sometimes interrupted by emergencies, surgery, urgent phone calls, and other sudden developments that cause unforeseen delays. Your understanding and cooperation are appreciated.

This office will attempt to contact you if we are running behind schedule, but we suggest that you call us before coming if it is convenient for you to do so.

If the schedule here is necessarily delayed, we will explain the reason and give you a choice of rescheduling or waiting for the doctor if the delay is not expected to be excessive.

Rescheduling or Canceling Appointments

Should you be unable to keep your appointment, or are going to be late, please call our office as soon as possible. This courtesy allows us to be of service to other patients who are in need of care. We will make every attempt to maintain flexibility to insure that your appointment is rescheduled on a timely and convenient basis.

Scheduling Surgery

If your treatment requires surgery, our assistant will be happy to make your appointment on a day and at a location most convenient for you.

The assistant will also provide you with information concerning your surgery and necessary preparations.

The doctors are *always* willing and available to personally answer any questions or concerns that you may have about your surgery. We firmly believes that the more you understand about *your* particular foot problem, the more secure you will feel in your decision to have surgery to relieve it.

If you need to reschedule your surgery because of illness or emergency, please let us know as soon as possible so that others may benefit.

Telephone Calls

If you have a question that is not too urgent, or one that concerns medication or prescription refills, please try to call us during regular office hours. *If possible, make the call yourself* so that we can make direct contact and assess your situation. Our staff is comprised of well trained personnel who can answer many of your questions, but the doctor is always willing to speak with you personally. Sometimes it may be necessary to take your name and telephone number and have the doctor return your call as soon as possible. If you have reason to believe medication will be prescribed, please have your pharmacy's telephone number handy.

Emergencies

In case of emergency or an important after hours question, the doctor can be reached 24 hours a day by calling our office. We will return your call just as soon as possible. If for some reason you are unable to reach us and have an urgent problem which requires immediate care, please go to the closest hospital emergency room.

Office Hours

Our office is open on Monday through Friday from 8:30 to 5:00. After office hours and on the weekend, you may reach us by calling our office number 816-444-1100.

Our Relationship with You

We believe that the relationship between physician and patient is based on mutual understanding. Our objective is to provide quality foot care in a pleasant, efficient, and friendly atmosphere. A special effort is made to explain your condition, proposed treatment, expected results, and follow up care. If you have any questions regarding our services or fees, please don't hesitate to ask us.

With this in mind, if you feel that there is anything that we can do to better achieve our objective, we welcome your comments and suggestions.

We are pleased to have you as a patient and we are grateful for the confidence you have in choosing us as your podiatrist.

Please tell your family and friends about us, new patients are always welcome.



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Patient Guide

Dr. Lawrence Mandel

*Podiatric Physician and
Reconstructive Foot Surgeon*

*Diplomate, American Board of
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*Fellow, American College of Foot
and Ankle Surgeons*

*Member, American Podiatric
Medical Association*

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