

FAQ

Q: How do I set up an appointment?

A: There are several ways to facilitate your visit. You may contact our office at 347-497-5587. Click on the demographic page link and you can print out a copy of the demographic / history page/insurance information document which you can complete prior to your visit. Our office hours are located on the “about us page.”

Q: Do I need to bring any documentation or necessary testing for my appointment?

A: Ideally, it would save time and a return visit if you brought a recent EMG report (nerve conduction study test). If you are experiencing numbness, tingling with night awakening, these are most common factor for Carpal Tunnel Syndrome. Your Primary Care Physician or a Neurologist may order this test. In the event you do not have a PMD or Neurologist we will order an EMG study for you and will schedule this test with our Certified Technician upon your visit. All other hand related matters or problems do not require any tests. Please bring a copy of any other testing or x-rays you may have had pertaining to your problem.

Q: Do you accept my insurance?

A: We accept most major medical plans and will work with your insurance company to minimize any out-of-pocket expense. In New York, you may contact your insurance company by calling the toll-free number on the back of your card to check if your doctor is a participating provider. In New Jersey, contact your insurance representative and inquire if you have “out-of-network” benefits.

Q: Do you accept Workers’ Compensation cases?

A: Yes. Be sure you have filed all necessary documentation and reports with your Human Resources Department and/or Employer at time of accident. You will be furnished with a WCB# or claim# along with the carrier’s name and the adjuster’s contact number. This information is necessary in order for us to provide you with a prompt visit. Please note: our billing company cannot file your workers’ compensation on your behalf.

Q: Do you accept No-Fault insurance?

A: Yes. Since no-fault insurance is a result of a car accident you will need to notify your insurance company and obtain a claim number and/or file or policy number. You will also need the name of the policyholder and a contact phone number of the adjuster. Your insurance company will be able to provide you with this information and most importantly, this information is also found on your police report.

Q: What if I have not met my annual deductible?

A: We are always happy to work with our patients who have not met their annual deductible or are responsible for any coinsurance fees. If surgery is warranted, our billing company will notify your benefit and eligibility department and in most cases it will be easily resolved.

Q: Do I need a referral for my appointment?

A: Referrals are based on the type of insurance you have. If you are referred to us by a physician they would be able to assist you should you require a referral. Most insurance companies will state on the back of the cards if "referral required". We can also advise you at the time of your appointment if you are required to bring a referral. Otherwise, you may contact the toll-free number on the back of your insurance card and speak with your representative.

Q: What if I do not have insurance?

A: We understand the impact of our present economy may be creating personal hardships for you and we will take this into consideration when we quote a fee. We will be happy to work with you in order to facilitate your visit

Q: What do I need to do if I require surgery?

A: If you are a candidate for surgery and would like to schedule your surgery, we make sure the patient has very little to worry about. After selecting a date for your surgery and a location for which you would like to have the surgery, our highly trained staff will contact your insurance and obtain all necessary authorizations. Should you choose to have surgery at one of the New Jersey facilities, free travel arrangements can be provided.

Q: Will I need Pre-Operative Testing?

A: All patients undergoing a surgical procedure in a hospital setting or at a surgical ambulatory facility must obtain pre-operative testing. There are several ways to obtain this:

Your primary physician is able to perform the Pre-op testing which consists of blood work, EKG, chest x-ray. And in some cases a medical clearance note is also required.

If you do not have any major medical issues (cardiac, diabetes, pulmonary, etc) you may be able to have your Pre-op testing performed at a convenient facility.

Q: How do I prepare for surgery?

A: Once your pre-op testing is done we will obtain the results and forward them to the appropriate facility for your surgery. **PLEASE NOTE: YOU CANNOT EAT OR DRINK AFTER MIDNIGHT THE NIGHT BEFORE YOUR SURGERY. IF YOU NEED TO TAKE YOUR MEDICATION YOU MAY DO SO WITH A SIP OF WATER ONLY. PLEASE CHECK WITH YOUR PHYSICIAN AS TO WHICH MEDICATIONS YOU SHOULD TAKE ON THE MORNING OF YOUR PROCEDURE.**

On the day or early evening prior to your surgery you will be notified by the facility what time your procedure is and when you need to arrive.

Q: What if I have additional questions for the doctor at the time of my surgery?

A: The doctor will be by your side once you have entered the facility and at which time you or your family may be able to ask any additional questions.

Q: How long is the procedure?

A: Generally most hand surgical procedures range between 10 to 30 minutes. Isolated endoscopic carpal tunnel surgery takes less than 10 minutes. There are some operations that may take longer but all are performed as an out-patient ambulatory procedure.

Q: Do I need someone to come with me for my surgery?

A: In New York, State Law mandates that an adult accompany you in order to be discharged from the facility. In New Jersey, it is required for a responsible adult to accompany you to your home which can be provided by the facility should you desire transportation be arranged for you and therefore, you do not need to bring anyone with you.

Q: When can I resume daily activities?

A: It is recommended to keep your hand elevated above the heart for the first 24 hours after which you may begin using your hand within the confines of the bandage. We advise you to use good judgment and should you do anything that results in discomfort, please refrain.

Q: How do I care for my bandage after my surgery?

A: The bandage should not be removed or changed. Do not get the bandage wet. You may bathe and shower but must protect the bandage from getting wet. You can do this by keeping it covered with a plastic bag. Bandage or cast covers for showering are available at almost all surgical supply stores as well as neighborhood pharmacies.

Q: Will I be in pain?

A: Immediately after the operation you should feel no pain because a long-acting local anesthetic will be administered during the procedure. Do not be alarmed by the numbness or tingling after procedure as this is a desired effect of the local anesthetic. This will last anywhere from 6 to 10 hours after which you may experience some level of discomfort but is generally quite tolerable. Most patients only require over the counter pain medications such as; Motrin, Tylenol or Aleve. Although, the doctor will write a prescription for stronger pain medication should you feel it necessary to take.

Q: When do I return to see the doctor?

A: After surgery you are advised to contact the office to schedule your post-op visit which will generally be around 10 days.

Q: When can I return to work?

A: This depends on the surgical procedure performed and the nature of your job. Some patients return to work within the confines of the bandage and are able to perform simple tasks. The more complicated and extensive your surgery is along with a highly demanding job may require several weeks to return to normal activities. We will be happy to provide you with a letter or complete any disability forms for your job until you feel capable of resuming normal work activities.

Q: Can I drive?

A: When you feel comfortable and are able to use the hand adequately within the confines of the bandage, you may be able to drive safely.

Q: Will I need any therapy after my procedure?

A: This depends on the procedure performed. Many hand surgical procedures will only require a self performed home therapy program that will be described to you at your first post-operative visit. If your procedure is more extensive you may require a supervised occupational therapy program that will be arranged for you.

Q: When will I be fully recovered?

A: Depending on the complexity of your procedure, most patients are able to perform activities of daily living within days to a couple of weeks. More complex procedures will require longer periods of recovery. Generally speaking, inflammation rises and reaches a peak at 4 to 6 weeks where you may experience some discomfort and tenderness of your operative sites and will subsequently subside.