



Welcome to Portneuf Wound Care & Hyperbaric Center

Appointments: 208-239-2670

Hours of Operation: Monday - Friday: 8am - 5pm (Lunch 12-1)

Dr. Julio Vasquez, MD - Certified Wound Care Specialist Physician (CWSP)

Dr. Jared Price, DO - Certified Wound Care Specialist Physician (CWSP)

Dr. Willis Parmley, MD - Advanced Wound Care Physician

Roxanne - RN, Clinical Nurse Manager

Danielle - RN Case Manager

Natosha - RN Case Manager

Cynthia - RN Case Manager

Cynthia - Safety Director / EMT / Hyperbarics

Colleen - Front Office

Joseph Middendorf - Program Director

Thank you for choosing the Portneuf Wound Care & Hyperbaric Center! We look forward to participating in your care. Below, please find some useful information that should help our partnership go smoothly.

- **Appointments/Registration:**

New Patients: Please arrive about 15 minutes before your scheduled appointment time, so that you can

- ❖ register with our front office administrator at our front desk. You can print off some documentation to shorten your appointment by going to <http://www.portmed.org/service/wound-care-and-hyperbaric-medicine/> and then go to forms and appointment information.
- ❖ **All Patients:** To guarantee the accuracy of your information, the hospital requires that re-registration is repeated at each month.
- ❖ **Please make sure to let us know if you are running late for your appointment by calling the front desk at 208-239-2670. This is important in helping the clinic run smoothly, if you are late for your appointment we will need to reschedule your appointment for another date.**
- ❖ Hyperbaric treatments: Monday – Friday 8AM / 10AM / 1PM / (Will open 3 PM if all availability is full)
- ❖ Emergency appointments – **please call 911 for any emergency.**
- ❖ Please allow approximately 1 ½- 2 hours for your 1st visit to the clinic. Follow Ups will typically be 30-45 minutes.

- **What to bring to your appointment:**

- ❖ Your insurance card(s)
- ❖ Your photo identification
- ❖ Your referral – if your insurance company requires for specialist visits
- ❖ Your **current complete medication list** – Please update and bring to **every appointment**. This list needs to include all medications (prescriptions, over-the-counter, and supplements) with dosages, frequencies, and how it is taken (oral, IV, injection, etc.).
- ❖ To be sure that we can communicate effectively with your other healthcare providers, please bring a list of your other doctor's names and phone numbers, your home health or visiting nursing agency name and phone number, and your pharmacy name and phone number (fax numbers also help, if available). We will ask you to update this at each visit to ensure your care is as efficient as possible.

- **How to get in touch with us:**

- ❖ **Appointment information: (208) 239-2670**

- Use this number for appointment verification, changes, or cancellations.

- ❖ **Nurse line: (208) 239-2670 and ask to leave a message for your case manager**

- Use this for clinical questions.
- All messages are retrieved per RN Availability
- We make every effort to return these calls within 24 hours – **please leave only one message. Additional messages may delay response time.**

- ❖ **After hours or weekends – emergency calls: Please call 911**

- **Parking:**

– Parking is available on the south end of our parking lot, or in the covered parking for the hospital- If you have special needs requiring assistance, please inform us when making your appointment.

- Patient Shuttle services are available - Please call 208-244-4279 Mon - Fri 8 AM to 5 PM

- **Billing Details:**

- ❖ **Portneuf Wound Care & Hyperbaric Center**

Is an outpatient clinic of Portneuf Medical Center, You will receive two bills for the services provided to each visit at the Center. One from the Hospital and one From the Physician.

Many times, you may need additional testing which may include laboratory testing, X-Rays, MRI's or other clinical services.

- ❖ **The Hospital**

When the hospital bills for services rendered at the Center, the bill is for the clinic visit charges and procedures charges (e.g.: debridement, graft, dressings, etc.). Lab, x-ray, supplies and other ancillary services are billed at a later date by the hospital.

- ❖ **The Physician's**

Each physician who treats you will bill for their services separately. These charges will be for the **professional component** of the services rendered. There will be a clinic visit charge and a procedure visit charges for the services rendered. There are different specialist that may be called to participate in your care, depending on the nature and complexity of your wounds. The Wound Center physicians are specially trained in wound care.

The insurance company will know to pay for only one set of services by the codes used. They will pay a portion of the services to the hospital and a portion to the physician. **YOU ARE NOT BILLED TWICE FOR THE SAME SERVICES**, however they are broken apart into two separate bills. If you have further questions on this procedure, please contact Portneuf Business Office Customer Service at **877-893-1655**.

Thank You- For Choosing Portneuf Wound Care & Hyperbaric Center!

