

# **Patient Guide**

#### **Mission Statement**

Welcome to our clinic! Our goal is to provide high quality foot and ankle care to our patients in a professional, caring, and personal atmosphere.

### Introduction

Podiatry is the broad based medical and surgical specialty dedicated to the prevention, diagnosis, and treatment of diseases and injuries of the foot and ankle. Our scope encompasses treatment and/or service for:

- Achilles Tendonitis/Tendinopathy
- Ankle Pain
- Ankle Sprains and Injury
- Athlete's Foot
- Arthritis
- Bunions
- Burning Feet
- Calf Pain
- Children's Feet
- Corns and Calluses
- Diabetic Foot Care
- Diabetic Foot Infection
- Diabetic Shoe Prescription
- Drop Foot
- Fallen Arches
- Flat Feet
- Fractures, Foot and Ankle
- Fungal Nails
- Ganglion Cyst

- Gout
- Hallux Limitus
- Hammertoes
- Heel Pain
- Heel Spurs
- High Arches
- Ingrown Toenails
- Lisfranc Injury
- Neuroma, nerve damage
- Orthotics, Custom Made
- Pediatric Congenital Foot Deformities
- Peripheral Neuropathy
- Plantar Fasciitis
- Plantar Fibroma
- Platelet Rich Plasma Injections (PRP)
- Rheumatoid Arthritis
- Skin Conditions: Infections, Rashes, Corns, Calluses, Warts, Fungus, etc.

- Sports Medicine and Injuries
- Tarsal Tunnel Syndrome
- Tendonitis
- Trauma

- Turf Toe
- Warts
- Swollen Ankles

## **Office Hours**

Our Fort Collins office is staffed 8am to 5pm Monday through Friday.

### Locations

#### Fort Collins clinic

1927 Wilmington Dr unit 102 Fort Collins CO 80528 Phone (970) 416-9009 Fax (970) 416-9010

#### Windsor clinic

1220 West Ash St unit A Windsor CO 80550 Phone (970) 416-9009

# **Emergencies**

If you experience a problem you consider an emergency, please call us at (970) 416-9009. The after hours message will give you the phone number for the current on-call physician who will be happy to assist you.

# **Appointments**

Please call (970) 416-9009 to schedule an appointment for either clinic location. Realizing you are in pain, we will make every effort to have you seen as soon as possible. If you are unable to keep a scheduled appointment, please call to cancel more than 24 hours ahead of your appointment time so that your allotted time may be offered to another patient. A \$75.00 fee is charged if you do not show up for your appointment or cancel within 24 hours of your appointment. The \$75.00 fee must be paid before another appointment can be scheduled for you.

Occasionally, emergencies arise that may result in a delay from your scheduled appointment. If possible, our staff will try to keep you informed in advance of such delays. In the event of an unanticipated delay, we ask for your patience and understanding.

# **Initial Appointment**

Your initial appointment will be more time-consuming than follow-up appointments. Quality medical care requires knowledge of your general health and a thorough history of your current foot and/or ankle condition.

### Please bring:

- Your health insurance card(s)
- A referral if required by your insurance
- A list of your current medications and allergies
- Medical records pertinent to your treatment at our clinic.
- Worker's compensation claim number and referral number (if applicable)
- Motor vehicle accident claim number and policy number (if applicable)

### Referral

If your insurance requires a referral for you to be seen by a specialist, it is your responsibility to request a referral from your referring or primary care physician prior to your visit. Unless required by your insurance company, a referral is not always necessary.

We utilize a team approach to your medical care. If you are referred from another physician's clinic, we will strive to keep your referring physician informed of your progress.

# **Prescriptions**

Prescription refills are issued **only** during regular clinic hours. We suggest you call your pharmacy first for a refill at least 72 hours before you actually need the refill in order to ensure your medication can be taken without interruption. We cannot refill prescriptions on weekends, holidays, or after clinic hours because the on-call physician does not have access to your medical records and cannot determine the appropriate medication for your condition.

#### **Fees**

The fee for your initial visit will vary depending upon the complexity of your condition. There may be additional charges for:

- X-rays
- Ultrasound
- Medical supplies: orthotics, braces, casts, splints, etc.
- Injections
- Procedures

### Insurance

We accept most insurance plans. It is imperative that we have your current insurance information so we can process your claim efficiently. Please notify our office of any changes to your insurance policy as soon as possible.

Currently, we participate with the following plans:

Aetna, Anthem Blue Cross/Blue Shield, AARP, Banner Health, CIGNA, Cofinity, GEHA, Great West, Kaiser Permanente, Medicare, Mutual of Omaha, MVP Health Care, Private Health Care Systems (PHCS), Rocky Mountain Health, Tricare, United Healthcare, and United Medical Alliance (UMA), United Medical Resources (UMR).

Please ask about other plans not on this list as this list may change.

# Financial Responsibility

All co-pays are due and will be requested at the time of service. We accept cash, check, debit, Visa, and MasterCard for payment. When your insurance "authorizes" or "covers" a service or medical supply, it does not guarantee your insurance company will pay. It is important for you to understand that you are ultimately responsible for payments to your account.

# **About Our Physicians**

Katharine Reeve, DPM received her Bachelor's degree from Middlebury college in 2005. After graduating, she completed her pre-medical certification at Harvard Extension School. She graduated from Temple School of Podiatric Medicine in 2013. Following an intern year in Chicago, she completed her surgical training at Yale New Haven Hospital. Dr. Reeve has a special interest in wound care, pediatrics and skin and nail disorders in addition to general foot and ankle disorders. Dr. Reeve enjoys spending time getting to know her patients. She builds relationships with them to provide the best possible care based on their lifestyle, goals, and expectations. She moved to Fort Collins in 2018 and has privileges at Poudre Valley Hospital.

**Evie Plummer, DPM** completed her Bachelor's degree in Health and Exercise Science from Colorado State University. She received her Doctor of Podiatric Medicine medical degree from Des Moines University College of Podiatric Medicine and Surgery. She then returned to Colorado to pursue her surgical residency training at North Colorado Medical Center Podiatric Medicine and Surgical Residency. Dr. Plummer is a community member of Medical Center of the Rockies Hospital. She has been practicing with Save Your Sole Foot and Ankle Specialists since 2013. She is passionate about

enhancing her patients' quality of life by providing professional and thorough foot and ankle care.

**Tucker Worthen, DPM** received his Bachelor's degree from Utah Valley University in 2007. He then received his Doctor of Podiatric Medicine medical degree from Arizona College of Podiatry at Midwestern University in Glendale, AZ in 2012. Following this he completed his extensive three year podiatric surgical training at Legacy Health and Kaiser Permanente Podiatric Surgical Residency in Portland, OR. During his training, Dr. Worthen gained a special interest in Reconstructive foot and ankle surgery, foot and ankle trauma, and ankle joint replacement. Dr. Worthen is an associate member of the American College of Foot and Ankle Surgeons. He is a staff physician at Poudre Valley Hospital, Medical Center of the Rockies Hospital, and Banner Fort Collins Medical Center.

Emily Webb, DPM Dr. Webb currently fills in to help out the clinic only as necessary. Helping people has always been her calling in life. In the last 20 years of medical practice, she has witnessed the importance of our mind-body connection. She feels the next chapter of her life is to reach out to people in a more spiritual way. Therefore, she teaches mindfulness meditation at BeLoveNowMeditation.com Her advice as a physician: Be kind and gentle on your body. It is not meant for overuse or abuse. If you are injured, allow ample time to let it heal. Our physical health is tied to our spiritual health, which is connected to our mental health. These aspects of ourselves are all connected. Without understanding and practicing this, we cannot have a joyful, fulfilled and meaningful life.

## **About Our Staff**

We have a dedicated staff to assist you in all aspects of your medical concerns.

Lauryn and Nicole: Administrative Assistant Angelica and Melissa: Medical Assistant

Alix and Angelica: Scribe Nicole: Surgery Coordinator

Sammi: Billing

Lauryn: Compliance