

# Orthopedic Arts



State of the Art Artificial Limbs and Braces

## **After hours policies and procedures**

The scope of services provided by Orthopedic Arts Laboratory, Inc. is limited to prosthetics and orthotics (artificial limbs and braces). We supply neither any life sustaining equipment nor rent or lease any equipment.

However, patients and ordering physicians are able to access our 24-hour messaging service at **646-727-0090**. This answering service is in effect outside of normal working hours. The outgoing recorded telephone message will provide the caller with the messaging service telephone number for urgent situations.

Messages are immediately sent to the practitioner on call. He or she will contact the caller within three (3) hours to discuss the urgent situation. If the situation cannot be resolved over the telephone, the practitioner will make a decision to either make a home visit or to schedule the patient for an appointment at our office. Every attempt will be made to resolve urgent situations in a timely manner and to the satisfaction of the patient.