

ORTHO CONNECT

THE ORTHOPAEDIC AUTHORITY - WHAT OUR PATIENTS ARE SAYING

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PATIENT PORTAL

Sign up for our Patient Portal!

- Request appointments
- Request Rx refills
- Secure bill pay
- Ask your doctor questions
- View your medical record

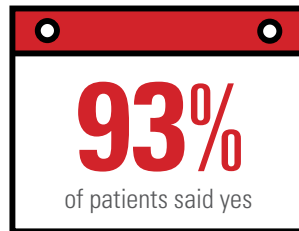
To learn more, visit OrthoNKY.com or scan this link:



PATIENT SATISFACTION SURVEY: 2015 RESULTS

QUESTION:

Were you able to make an appointment for the day you desired?



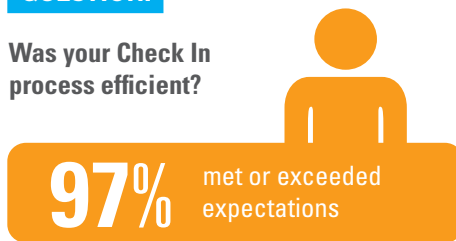
QUESTION:

How was your overall experience in dealing with our Call Center while scheduling your office appointment?



QUESTION:

Was your Check In process efficient?



QUESTION:

Amount of time spent with Provider?



95%

felt it was more than enough or adequate time

QUESTION:

Amount of time waiting in exam room until seen by the Provider (Physician, Nurse Practitioner, or Physician Assistant)?



92%

the amount of time waiting was faster than or met expectations

QUESTION:

How was your overall experience in dealing with your procedure/surgery scheduler to schedule your test and/or surgery?



95%

felt it met or exceeded expectations*

QUESTION:

Level of satisfaction with the Check Out process?



96%

felt it met or exceeded expectations

QUESTION:

Would you recommend Commonwealth Orthopaedic Centers to your friends and family?



* Percentage calculated with N/As removed



YOU HAVE THE ABILITY TO MAKE US FEEL AT EASE FROM THE MOMENT YOU WALK IN THE TREATMENT ROOM..."

—PATIENT OF DR. GRUNKEMEYER

"THANK YOU FOR A PLEASANT EXPERIENCE. VERY GOOD AND PROFESSIONAL, COMPASSIONATE."

—MRI PATIENT

"All of you are the best ever, and mere words could not express our gratitude for all of you..."

—PATIENT



"I know for a fact that my life would have drastically changed had you not given me 110 percent of your best."

—PATIENT OF DR. BAKER

"Their passion shines when working with patients..."

—PATIENT OF JARED & BEN (PHYSICAL THERAPY)

“My life has totally changed, I can do things I haven’t done for years...”

—PATIENT OF DR. HOLLADAY

“Dr. Gates and his staff are the best caregivers I have ever encountered. I literally can’t thank them enough for not just the medical care but for the absolutely fantastic personal care and empathy.”

—PATIENT OF DR. GATES

“Front desk workers were ever so kind and helpful, bending over backwards to be accommodating...”

—PATIENT

“You are heads above other places in patient empathy, caring and attentiveness. Your team has a wonderful positive attitude and you can feel that they enjoy working at Commonwealth—for it clearly shines through!”

—PATIENT

“REALLY BIG THANK YOU FOR GIVING ME A NORMAL LIFE BACK...”

—PATIENT OF DR. DESJARDINS

“Your staff is second to none...” —PATIENT

“Your patience in answering not only all of my questions but those of my family and friends, meant a lot to me...”

—PATIENT OF DR. GREIWE

“I can’t begin to tell you the peace you gave to me...”

—PATIENT OF DR. HUMMEL



“Words will never express the difference you have made...”

—PATIENT

“Your steady, calm personality gave me the confidence that I could gain mobility back...”

—PATIENT OF JILL (PHYSICAL THERAPY)

PATIENT TESTIMONIALS



“Commonwealth Orthopaedics is **DEFINITELY THE PLACE TO GO!**”

—PATIENT

“**THANK YOU FOR YOUR OUTSTANDING SERVICE...**”



—PATIENT OF DR. HEIS



“I will be eternally grateful...” —PATIENT

“I feel like a new person!”

—PATIENT OF DR. LARKIN



“I was very happy with Dr. Jacquemin taking my pain seriously. The information he provided to me about my condition was clear, to the point and he had a plan.”

—PATIENT OF DR. JACQUEMIN

“I could not be more satisfied!!”

—COC SPINE PATIENT

“Dr. Connolly is **AMAZING!** I love how he explained everything to me and made sure I understood everything. I would **HIGHLY** recommend him to others! Very pleased!”

—PATIENT OF DR. CONNOLLY



“You were kind and actually took the time to listen to your patient and thoroughly explain things to my wife and me.”

—PATIENT OF DR. METZLER

“Brandon and Josh are my physical therapists—they do a great job and have helped me with my recovery from knee replacement.”

—PHYSICAL THERAPY PATIENT

“A better office could not be found...”

—PATIENT

“DR. BILBO DID A VERY GOOD JOB IN GOING OVER THE CONDITION AND PROPOSED COURSE OF TREATMENT.”

—PATIENT OF DR. BILBO

WE WANT YOUR FEEDBACK



Your feedback helps us improve—and it helps us recognize those who go above and beyond. Please fill out the form below to give your own feedback and hand it to our front desk, or mail it to our office. You can also fill out the form online!

Mail to: **Commonwealth Orthopaedic Centers** • 560 South Loop Road • Edgewood, KY 41017

FIRST NAME: _____

EMAIL ADDRESS: _____

PHONE: _____

COMMENTS:



ONLINE SUBMISSION

Submit your patient feedback online at OrthoNKY.com/MyStory

ORTHOPAEDIC URGENT CARE

560 South Loop Road, Edgewood, KY 41017

859-301-BONE (2663) 513-221-BONE (2663)

MONDAY-FRIDAY
9:00 a.m.-9:00 p.m.

Our Edgewood location features an Orthopaedic Urgent Care, open weekdays and Saturdays.

- No appointment necessary
- Less expensive than an ER visit.

SATURDAY
9:00 a.m.-1:00 p.m.

What we treat at the clinic:

- Fractures and possible fractures
- Sprains and strains
- Sports-related injuries
- Urgent orthopaedic injuries

OUR LOCATIONS

- 560 South Loop Road
Edgewood, KY 41017
- 8726 US 42
Florence, KY 41042
- 2123 Auburn Avenue
Cincinnati, OH 45219
- 525 Alexandria Pike
Southgate, KY 41071
- 2845 Chancellor Drive
Crestview Hills, KY 41017
- 238 Barnes Road
Williamstown, KY 41097

OUR OTHER SERVICES

- **MRI**
560 South Loop Road
Edgewood, KY 41017
859-301-0775
- 8726 US 42
Florence, KY 41042
859-334-2320
- **Physical Therapy**
560 South Loop Road
Edgewood, KY 41017
859-301-0790
- 525 Alexandria Pike
Southgate, KY 41071
859-441-0534
- 8726 US 42
Florence, KY 41042
859-334-2355

CONTACT US

To make an appointment or reach a physician:

859-301-BONE (2663) 513-221-BONE (2663)



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Follow us on Twitter: Search **Commonwealth Ortho** on Twitter

Visit our website: **OrthoNKY.com**
OrthoCincy.com

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Editor: Matthew T. DesJardins, M.D.



560 South Loop Road
Edgewood, KY 41017

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U.S. POSTAGE
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OUR PHYSICIANS



James D. Baker, M.D.
Hand, Wrist and Elbow Surgery



James T. Bilbo, M.D.
Sports Medicine, Knee
and Shoulder Surgery



Matthew J. Connolly, D.P.M.
Non-Surgical Foot Care



Matthew T. DesJardins, M.D.
Non-Surgical Sports Medicine,
Spine Injections



Thomas M. Due, M.D.
Hand and Wrist Surgery



Nicholas T. Gates, M.D.
Foot & Ankle Surgery



Michael A. Grefer, M.D.
General Orthopaedics



R. Michael Greiwe, M.D.
Shoulder, Elbow, and Sports Medicine



Matthew S. Grunkemeyer, M.D.
General Orthopaedics



Forest T. Heis, M.D.
Sports Medicine, Knee
and Shoulder Injuries



Richard M. Hoblitzell, M.D.
General Orthopaedics,
Total Joint Replacement



Bruce R. Holladay, M.D.
Sports Medicine, Knee,
Shoulder and Elbow



Matthew T. Hummel, M.D.
Total Joint Reconstruction and
Replacement, General Orthopaedics



John B. Jacquemin, M.D.
Cervical, Thoracic,
Lumbar Spinal Surgery



John J. Larkin, M.D.
Shoulder and Knee Injuries,
Cartilage Repair and Transplantation



Adam V. Metzler, M.D.
Sports Medicine, Knee, Shoulder,
General Orthopaedics



Michael D. O'Brien, M.D.
General Orthopaedics, Knee
Arthroscopy, Joint Replacement



Howard J. Schertzinger Jr., M.D.
Spine, Sports Medicine



Jonathon M. Spanyer, M.D.
Hip & Knee Replacement,
Total Joint Reconstruction



Charles E. Whalen, M.D.
Emergency Medicine,
and Sports Medicine