

FREQUENTLY ASKED QUESTIONS



Where is the Christ Hospital
Joint & Spine Center
Located?

2139 Auburn Ave.,
Cincinnati, OH 45219



CENTER of
EXCELLENCE

WHAT IS COVERED IN THE PROGRAM?

- The initial orthopedic consult, if surgery is indicated.
- Preadmission testing at a Christ Hospital Health Network facility.
- History & physical examination by a Christ Hospital provider. Please note: Patients traveling from out of town may use a practitioner at The Christ Hospital for their history & physical when in town if convenient. If you choose to have your history & physical by a provider other than a Christ Hospital provider it will not be covered under the program and normal insurance benefits will apply.
- Your Surgical Procedure and Hospital Stay
- Durable Medical Equipment ordered at discharge by your surgeon.
- Post-operative care (not including therapy) related to the surgery for 90 days following surgery if care is performed at a Christ Hospital facility and by a Christ Hospital provider.

HOW DO I GET STARTED?

To get started call 1-888-936-7246. An Optum/UHC Nurse will begin the process by gathering some information from you, then provide you next steps on entering the program. **You must contact an Optum/UHC nurse prior to scheduling any procedure to be eligible for the program.** You can also visit our website at www.TheChristHospital.com/clermont-county

HOW DO I CHOOSE A SURGEON?

A Christ Hospital Orthopedic Nurse Navigator is available to provide background and answer questions about the select surgeon panel for this program to assist you. The Nurse Navigator is also available to answer questions about the procedure, provide you with information on what to expect before and after surgery, how to best prepare for surgery, pre-surgery education classes, scheduling assistance and any other questions you may have concerning the program.

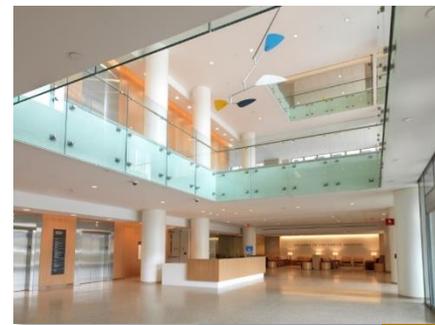
HOW DO I CONTACT THE CHRIST HOSPITAL NURSE NAVIGATOR?

The Nurse Navigator phone number is 513-557-4882 for joint replacement surgery or 513-557-4881 for spine procedures covered in the program. You can also email the Nurse Navigators at jointcare@thechristhospital.com. Finally, you can also visit the Centers of Excellence web page at www.thechristhospital.com/COE.

IN ADDITION TO THE NURSE NAVIGATORS, HOW DO I LEARN MORE ABOUT MY PROCEDURE PRIOR TO SURGERY?

Educational classes are offered on both joint replacement and spine procedures at The Joint & Spine Center and via web-ex. We encourage your participation in these classes and welcome you to bring a family member or care giver with you should you decide to attend. The Nurse Navigator can share dates and times of these classes with you to help you select a convenient time for you to attend.

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ABOUT THE CHRIST HOSPITAL JOINT & SPINE CENTER

- The first of its kind in the region—providing comprehensive, evidence based joint and spine care, inpatient and outpatient orthopedic care, education and clinical outcomes research all in one facility.
- All private patient rooms with a comfortable space for family and visitors.
- Patient control of curtains, heating/cooling, lighting, television and bed—all with a push of a button.
- Modern amenities including phone and tablet charging stations at bedside.
- Stunning views of Downtown Cincinnati.
- Patient care and public areas with abundant natural light.
- Personalized dining service (Dining on Demand), similar to room service, for patients.

To view a virtual tour of the Joint & Spine Center, visit www.tchvirtualtours.org/jsc-tour.

IF I'M TRAVELING FROM OUT OF TOWN WHERE DO I STAY?

All patient rooms at The Christ Hospital Joint & Spine center have an area for a friend or a family member to stay right in the patient room. If you need to or choose to travel to Cincinnati a day or two prior to surgery, we are pleased to offer discounted hotel rates for our Centers of Excellence patients. To review participating hotels, please go to the COE hotel accommodations web page at www.thechristhospital.com/COE/hotel and simply click on the name of the hotel.

WHERE DO I PARK?

Free parking can be found by entering from Huntington Place or Mason Street (off Auburn Ave.) into the P1 Garage, the P2 outdoor parking lot directly across from the Joint & Spine Center or for a fee, valet parking is available for a fee at the entrance of the Joint & Spine Center.

WHO CAN I CONTACT AFTER SURGERY SHOULD I HAVE ANY QUESTIONS?

Our Nurse Navigators are always happy to answer any questions after the procedure, including after you return home. Additionally, the Nurse Navigator will schedule periodic phone calls with patients to monitor progress, answer any questions and ensure your personal goals are met.