

Welcome to Southland Sport Medicine. We would like to take this opportunity to describe our practice so that you can get the most out of your visit. We are sport medicine physicians trained to help you with most musculoskeletal (muscle and joint) problems. We are NOT surgeons; we are NOT rheumatologists (doctors trained to deal with forms of arthritis other than osteoarthritis) and we are not physiotherapists. We are also not chronic pain specialists, but we do see many patients who have had musculoskeletal pain for prolonged periods of time. We are happy to see patients with both sport and with non-sport related pain or injury. We do **NOT** see WCB patients or patients involved in litigation as we do not provide medical-legal reports. Please let us know if any of these apply to you and we will advise you on how to proceed.

We apologize if you have waited weeks or even months to get an appointment at this specialty clinic. We understand that you must be in some discomfort and we are very sensitive to this. We read every referral that we receive and triage each one in an attempt to see more urgent problems more quickly. If you believe that you have an urgent musculoskeletal problem, please have your referring practitioner communicate this to us in the referral letter.

Southland Sport Medicine is a teaching clinic. You will usually be assessed first by a Family Medicine resident (a family doctor in training). After they assess you, they will discuss your case with the doctor you were referred to and you will then be re-evaluated by both the resident and the doctor. The whole process should take anywhere from 20-45 minutes. Please understand that, in the interest of time, we can only assess 1 joint per visit (or 2 of the same joint if relevant). If you have more than 1 joint that requires assessment, please plan to book another appointment; this may require another referral.

We are trained to evaluate and recommend non-surgical treatment options such as home exercises, physiotherapy or chiropractic treatment. Occasionally we will recommend an injection to help with your pain. Some of these injections can be done in the office; others may need to be performed by a radiologist under x-ray guidance. We do not see our role simply as a route into a surgeon's office. If you do require a surgical opinion, you will likely wait anywhere from 6-18 months (or longer in some cases) for this as we are generally not able to expedite a referral to a surgeon, except in very specific instances for very specific injuries. If you have had an MRI or ultrasound that demonstrates a tear in something this does not always make your problem more urgent. Not all tears need surgery (we treat patients, not test results). Additionally, having pain does not make your problem more urgent since all patients referred to us have pain.

You will receive two reminders regarding your appointment by either text message, email or both prior to your appointment (1 after it is booked and another the day prior). If you are unable to attend your appointment please call to speak with the receptionist or leave a voicemail at least 24 hours in advance. This allows us the opportunity to rebook this appointment with someone from our wait list. A fee of \$50 (follow up visit) or \$100 (new assessment) may be charged for no-shows or cancellations with less than 24 hours' notice because we will not be able to fill these spots.

Thank you for your patience. We will do our best to help you achieve an improved quality of life and to return to your pre-injury status as quickly as possible.

Dr. Eric Babins

Dr. Neesha Patel

Dr. Brett Hollowell

Signed: _____

(06/23)