

MOUNT CARMEL Wound Care Center Patient Guide



Welcome to the Mount Carmel Wound Care Center

We appreciate the opportunity to be of service to you in the treatment and management of your wound(s).

You will have a specially trained physician and a nurse case manager to manage your treatment plan. In addition to your treatment, we will do everything possible to make your experience here as pleasant and convenient as possible. If you have any questions or comments about your experience, or if there's anything we can do to improve it, please let us know.



Registration

Registration is required every 90 days. Depending on your co-pays, you may need to see the registration desk more frequently.

- ▶ Co-pays may be due at the time of appointment.
- ▶ Please bring a photo ID and insurance card.
- ▶ If your insurance changes, you'll need to provide your new insurance card at your next visit.

Advance Directives

If you have an advance directive, please tell your nurse and bring us a copy of your forms. Information on advance directives is available upon request.

Taking Care of Your Wounds

The chart below shows our steps to healing, what to expect from the Wound Care Center and the things you can do to help heal your wounds.

Wound Care Steps		What We Will Do	What You Can Do
1.	Check for good circulation.	<ul style="list-style-type: none"> Perform various circulation tests. Suggest treatment if needed. 	<ul style="list-style-type: none"> Do not smoke. Exercise as you are able. See your family doctor to manage blood sugar, blood pressure, cholesterol and weight.
2.	Remove the damaged and non-healing tissue.	<ul style="list-style-type: none"> Remove the damaged tissue, which is usually done weekly. 	<ul style="list-style-type: none"> Keep the area clean. Use bandages as advised.
3.	Check for infection.	<ul style="list-style-type: none"> Determine the type of infection. Treat with medication as needed. 	<ul style="list-style-type: none"> Take all doses of the medication as prescribed by your doctor.
4.	Control swelling.	<ul style="list-style-type: none"> Check for vein problems. Suggest surgery if needed. Suggest stockings and bandages. 	<ul style="list-style-type: none"> Elevate your legs above your heart as often as you can. Sleep in a bed rather than in a recliner or chair. Exercise your legs to help pump blood up to the heart. Avoid salt and excess fluids if advised.
5.	Regular follow-up (expect weekly visits at first).	<ul style="list-style-type: none"> Measure the wound and check progress. Choose type of dressing and medications. 	<ul style="list-style-type: none"> Keep your appointments.
6.	Use special treatments as needed.	<ul style="list-style-type: none"> Special tissue products/equipment may be needed for large or deep wounds. 	<ul style="list-style-type: none"> Follow your treatment instructions. Decrease pressure to your wound when needed.
7.	Help control pain.	<ul style="list-style-type: none"> Use pain-numbing medication before treatments. 	<ul style="list-style-type: none"> Take over-the-counter (OTC) medication(s) as advised.
8.	Evaluate complicated conditions.	<ul style="list-style-type: none"> Perform testing and treatment as needed. 	<ul style="list-style-type: none"> See your family doctor to manage other medical conditions. Take your medications as prescribed. Eat a healthy diet. Exercise. Limit alcohol. Do not smoke.

Be sure to talk with us about any questions or concerns about your treatment. Please let us know if you would like information on quitting smoking or other health measures.

Billing Information

Mount Carmel Wound Care Centers serve as a hospital outpatient department where doctors and nurses treat people with chronic wounds. Visits to the center will result in both hospital and physician charges. Each physician bills separately for their services. You will not be billed twice for the same service. If you have questions about the process, please discuss them with one of the Wound Care Center staff members.

Insurance

Wound Care services are covered by most insurance. You are responsible for any deductible and/or co-payments that may apply. Payment for these items may be due at the time of service.

Medicare will notify you when they have paid their portion of the bill. If you have secondary insurance, they will be sent their portion of the bill and notify you of any remaining balance.

If you're uninsured or underinsured, you may qualify for discounts. Please consult with Mount Carmel Patient Financial Services if you have any questions.

Mount Carmel Patient Financial Services
614-234-8888 or 800-346-1009
Weekdays: 8:30 a.m. to 5:30 p.m.

Locations

1 Mount Carmel Wound Care Center East
5965 East Broad Street, Suite 120
Columbus, Ohio 43213
614-234-6588

2 Mount Carmel Wound Care Center St. Ann's
477 Cooper Road, Suite 150
Westerville, Ohio 43081
614-898-4346

