

# Your First Visit

## What to Expect

When you arrive for your first appointment, please allow enough time to complete the new patient information form if you have not already done so.

### Also bring:

- *Insurance verification (card, employer group, or member numbers)*
- *Valid Identification*
- *A prescription from your physician*

SCOPE practitioners make every attempt to be on time for each appointment. We also ask that you do the same so that we are able to devote the appropriate time to your care. If you cannot keep an appointment, please notify us at least 24 hours in advance.

Your first appointment as a new patient could last up to one hour. This gives your SCOPE practitioner ample time to get to know you and answer your questions.

During this visit, the practitioner will talk with you to learn your needs, expectations and lifestyle goals as well as complete an evaluation. You will undoubtedly have many questions. Some patients find it helpful to write out their questions ahead of time to avoid forgetting important items they would like to discuss.

Some procedures require measurements and casting, so you may want to wear shorts or other loose, comfortable clothing. Gowns are also available at your request.

## Billing and Insurance

SCOPE is contracted with most insurance plans, including most HMOs and PPOs. We also accept Medicare, MediCal, Department of Rehabilitation, County Medical Services, Veterans Administration, and California Children's Services plans. Please check with us to determine if we take your specific health plan.

Also, please be prepared to pay all co-payments, percentages, deductibles, and other expenses not covered by your insurance at the time of your visit. For your convenience, we accept VISA and Mastercard.



# SCOPE Contacts

## Headquarters

7720 Cardinal Court  
San Diego, CA 92123  
(858) 292-7448  
(800) 55-SCOPE

## Children's

8008 Frost Street  
Suite 407  
San Diego, CA 92123  
(858) 560-0660

## Chula Vista

895 Third Avenue  
Building 2  
Chula Vista, CA 91911  
(619) 585-8421

## El Centro

1600 South Imperial  
Suite 15  
El Centro, CA 92243  
(760) 336-0333

## Escondido

475 North Grape Street  
Escondido, CA 92025  
(760) 489-0533

## Laguna Woods

24331 El Toro Road  
Suite 335  
Laguna Woods, CA,  
92637  
(949) 583-9667

## Kearny Mesa

7720 Cardinal Court  
San Diego, CA 92123  
(858) 292-7448

## La Jolla

4150 Regents Park Row  
Suite 265  
La Jolla, CA 92037  
(858) 453-1933

## La Mesa

8875 La Mesa Blvd.  
Suite B  
La Mesa, CA 91941  
(619) 589-9980

## Mission Viejo

2644 la Alameda  
Suite 320  
Mission Viejo, CA 91041  
(949) 367-6600

## Orange

1920 E. Katella  
Suite I  
Orange, CA 92867  
(714) 639-7422

## Temecula

31213 Temecula Pkwy.  
Suite 105  
Temecula, CA 92592  
(951) 506-7850

## Torrance

1319 W. Carson Street  
Torrance, CA 90501  
(310) 320-5777

## Vista

1929 West Vista Way  
Suite A  
Vista, CA 92083  
(760) 941-1323

[www.scop.net](http://www.scop.net)

Select photos provided by Otto Bock

# Welcome to SCOPE

orthotics - prosthetics

## Making Dreams Happen™



# Our Commitment

Dear Patient,

Welcome to SCOPe! We are pleased that you have selected us for your orthotic and prosthetic care!

To make your visit as smooth and convenient as possible, please take a few minutes to read the information in this brochure. It will help you prepare for your appointment as well as provide information about our office hours, insurance, and other important topics.

You will also learn more about SCOPe and our commitment to you. Our certified orthotists and prosthetists are an important part of your rehabilitation team. Together with your doctor and therapists, we will help you achieve the highest possible level of function, comfort and independence.

Should you have a specific concern about your condition or appointment, please do not hesitate to call the office listed on your appointment card. Our courteous professional staff, which includes bilingual personnel, will be glad to answer any question you may have.

Once more, welcome to SCOPe. Please let us know if there is any way we can serve you better.

Sincerely,

**SCOPe**  
orthotics - prosthetics

## Our Mission

As leaders in the orthotics and prosthetics profession, our mission is to improve the lives of people with debilitating illnesses and injuries. We use innovative technology, extensive training and experience along with a personal commitment to patient-centered care.

## First in Technology

As SCOPe, we are always looking for ways to use the latest advances to improve patient care. That is why SCOPe is one of the few companies in the entire nation using the newest computer-aided technology. The BioSculpter system helps orthotists and prosthetists create better fitting and more comfortable braces and artificial limbs.

## First in Patient Care

Founded in 1982, Southern California Orthotics and Prosthetics (SCOPe), headquartered in San Diego, is the region's most comprehensive provider of custom bracing and artificial limbs. Our network of patient care centers extends into Orange County, Torrance and Temecula, making SCOPe one of the largest practitioner owned and operated orthotics and prosthetics companies in the United States.

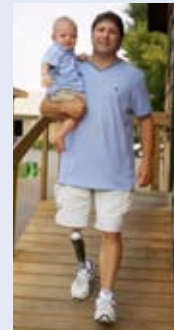
SCOPe founders and principal owners, Kel Bergmann, C.P.O., and Anthony DiSanto, C.P., and managing partners, remain focused on patient-centered care and courteous service you can depend on.

Listening, understanding, and responding to your individual needs are important skills of SCOPe practitioners. Our certified orthotists and prosthetists have also received national recognition for special expertise in:

- High activity sports prosthetics
- Upper limb myoelectric prosthetics
- Scoliosis
- Polio and Post-Polio Syndrome
- Spinal cord injury
- Stroke rehabilitation

## First in Experience

Experience counts when it comes to designing the most appropriate and comfortable braces and artificial limbs. SCOPe employs the largest and most experienced professional staff of American Board of Certification (ABC) certified orthotists and prosthetists in the area. Our practitioners have earned the mark of merit – the ABC in Orthotics and Prosthetics designation. This means that they have pledged to adhere to the highest standards of education, professionalism, and patient care.



As leaders in their profession, our practitioners have the experience and skill necessary to recommend the most technologically appropriate and cost effective treatment available anywhere today.

Our team of professionals also includes orthopedic, orthotic, and prosthetic technicians who build our custom devices.

## There When You Need Us

For your convenience, all SCOPe patient care centers are open: Monday through Friday (except holidays) 8 am to 5 pm. Your physician is able to contact a SCOPe practitioner 24 hours a day, every day, for emergency care.

## Convenient and Accessible

Frequent visits for fitting and adjustments to your brace or artificial limb may be necessary, especially during the first year. SCOPe offices are conveniently located close to major hospitals, medical centers, and physician offices. If you need directions, please refer to the prescription form you receive from your doctor, or call the appropriate SCOPe office.

We will also be happy to provide you with information about public transportation and other transportation services that may be available in your area.

## Support and Education

At SCOPe, our commitment to your care extends beyond the first visit. Our practitioners develop long-term relationships with their patients and become important resources for ongoing support and education.

We believe that the more you know about your brace or artificial limb, the more comfortable you will be with it. A resource library and peer support information are available to you and your family members at no charge. Free educational materials in both English and Spanish help you achieve the best possible results from your orthotic and prosthetic care.

