

Jordan D. Metzl, MD, Office Policies and Procedures



Welcome to my sports medicine practice! Whether this is your first visit or you have been here many times before, we are so appreciative that you have chosen us to take care of your sports medicine needs. This sheet is designed to answer your basic questions about our practice and also will outline some of the office procedures for both the New York City and Old Greenwich, CT sites.

1) What kind of injuries and ailments are treated here?

Sports medicine is a field of medicine which aims to get people moving. As such, we take care of injuries that keep people from doing their sports, from recreational walkers and runners, to professional dancers, soccer, baseball, football, tennis/squash players, gymnasts, swimmers, and triathletes. Common problems treated in the office include both chronic injuries, such as aching knees, backs, shoulders, and feet, as well as acute injuries, such as falls on wrists, jammed fingers, and rolled ankles.

2) What kind of patients do we treat?

Our practice involves two groups of patients, young athletes, and young at heart athletes. The young athlete group, those under age 18, is here under the auspices of the *Sports Medicine Institute for Young Athletes*. The Institute is one of the country's first comprehensive centers designed to treat and prevent sports injuries in pediatric and adolescent patients. We also run preventive conditioning programs for kids to prevent sports injury, and use sports nutritionists to maximize nutrition and healthy diet. Dr. Metzl serves as the Medical Director for the Institute. The young at heart group includes many thousands of young, middle aged, and older adults, from highly competitive athletes to ordinary people with musculoskeletal complaints.

3) What should I do if an injury happens?

We are equipped to take care of most types of acute injuries here, including wrists, finger, foot, and knee injuries. We always try to keep everyone out of the emergency room unless it is absolutely necessary. If an injury happens during the weekday, please call the office and specify the type of injury. My staff will make every effort to arrange X-rays and have you seen here. If an injury occurs after hours, please call **212-606-1678** and have me paged. If possible, I try to triage after hours injuries over the phone and have them seen here the next morning. I also check my email regularly, Metzlj@hss.edu. We do all types of casting and splinting here in the office, so

the need to go the Emergency Room is greatly diminished by utilizing this system. Many of the schools we work with have certified athletic trainers who also will help determine if an X-ray is necessary.

In the Greenwich office, we have the benefit of having X-ray in the office suite, while in New York, X-ray is just next door. For New York patients, we try to coordinate X-rays before the appointment, but this is not necessary in Greenwich.

4) *How does the office work?*

Our office runs on several principles, the first being the Kansas City principle. Having grown up in the Midwest, I am convinced that Midwestern manners go a long way in New York. We try and treat everyone who comes into our doors as if this interaction were happening in Kansas City (where the people are always nice and courteous!) We try, as much as possible, to keep the office running in a timely manner, with room during the day for emergencies. My staff has been trained to look out for those problems which will likely require X-Rays in advance, and will try to arrange this before your visit. ***Greenwich appointments are made through the New York office.***

5) *Does insurance cover tests?*

I realize that you are already paying for health insurance and as such, always try to minimize extra costs by using your insurance to cover any tests that we do. Depending on your insurance coverage, we will try to arrange any X-rays, MRI (magnetic resonance imaging), or ultrasound testing through your insurance company. This sometimes includes juggling your appointment time to work within the framework of the participating facility.

6) *Office locations and directions*

NYC Office – (212) 606-1678. 519 East 72nd Street, Suite 206. 72nd street between York and the East river. Just start walking east and keep going.

Old Greenwich CT Office – 143 Sound Beach Avenue, I-95, Exit 5, north (right turn) to Sound Beach Avenue (1st light), right turn, proceed to #143, turn into parking lot (across from small shopping center).

About Dr. Metzl: ***Jordan D. Metzl, MD***, is a Sports Medicine Physician who specializes in the treatment of athletic injuries. His training includes Sports Medicine fellowships at both Vanderbilt and Harvard Universities. Dr. Metzl is the medical columnist for *Triathlete* magazine, is the author of *The Young Athlete, A Sports Doctors Complete Guide for Parents* (Little Brown, 2002), and has authored more than twenty scientific articles on Sports Medicine. He speaks regularly to medical and lay audiences, both in the Northeast and around the country, about issues related to sports safety and participation. In addition to his medical practice, Dr. Metzl is an avid fastpitch softball player, a former college soccer player, a 25 time marathon runner, and three time Ironman triathlete. His focus is to keep people who wish to be active moving and healthy.