What You Should Know About Your Upcoming Procedure:

# BONE DENSITY TEST

From Your Friends At KSB

# Why Do I Need a Bone Density Test?

If your doctor feels that you are at risk for osteoporosis, he or she will order a bone density test. This test measures how strong or dense your bones are and whether you have osteoporosis. It can also tell you what your chances are of breaking a bone.

# What Is a Bone Density Test?

Bone Density Tests are quick, safe, and painless. They use x-rays to measure the calcium and mineral content in your bones. The test is performed while you lie on a padded table as a mechanical arm passes over your body.

Bone Density Tests are usually done on the bones that are most likely to break because of osteoporosis, including the lower spine, hips and forearm.

# What Does A Bone Density Machine Look Like and How Does It Work?

**ARM**

The arm will move over your body during the procedure as it scans your lower back and hips.

**PATIENT TABLE**

You will lie on top of the table during the procedure. The table is padded and comfortable.

# I'm Ready to Schedule My Appointment.

## How Do I Set Up My Bone Density Test?

1:

Call your insurance company to ensure your test is covered by your insurance plan before scheduling.

2:

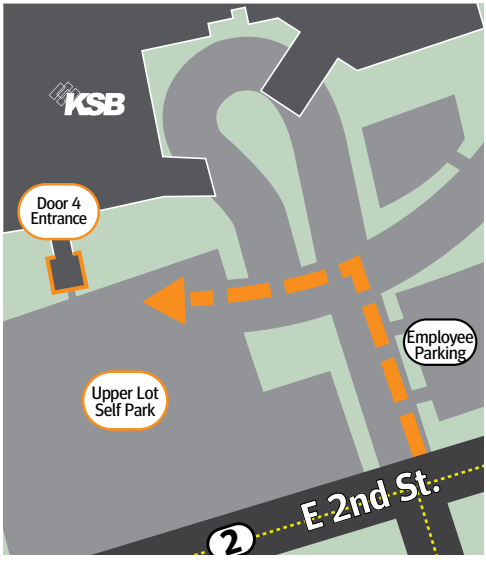
Call our KSB Central Scheduling
815-284-5700
Mon.-Fri.: 7:00 AM – 5:00 PM

Many of our Bone Density Tests require preauthorization from your insurance company before the test is performed. Therefore, our KSB Insurance Specialist will insure that is taken care of for you.

With that being said, we encourage you to call your insurance company to ensure your scan is covered by your insurance plan before scheduling.

If you have any questions regarding the scheduling or insurance process please call Central Scheduling: 815-284-5700.

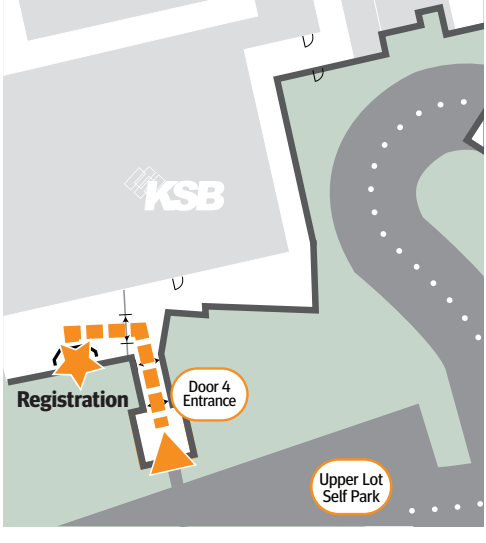
# Where Do I Park?




**KSB Hospital**
**403 East First Street**
**Dixon, IL 61021**

- Park in the Upper Lot located off of 2nd Street. Enter the hospital at Door 4 Entrance.

# Where Do I Go?




- Using the **Door 4 Entrance:** Upon entry, turn to the left. Enter through the double doors and the registration desk will be on your left.

★ **Registration**

**Please arrive at least 15 minutes before your appointment.**
Some exams may require you to arrive even earlier.
Your health care provider or KSB scheduling will specify this for you.

# Are There Any Things I Should or Shouldn't Do Before Test?

Please bring along a Photo ID and your Insurance Card for the Registration process.

You may take your normal medication(s)

**Avoid taking calcium supplements and multi-vitamins for at least 24 hours prior to your test**

You should try to dress comfortably

**Do not wear jewelry or clothing with zippers, metal buttons or belts.**

# What Happens After I Arrive Prior to My Exam?

**Registration Will Take Approx. 15 Min.**

After you register, make your way to Outpatient Testing Registration & Waiting Room and check in 15 minutes before your appointment. Some exams may require you to arrive even earlier. Your provider or KSB scheduling will specify this for you.

You will also be asked to complete a questionnaire regarding your medical history.

# What is Going To Happen During The Procedure?

**This procedure lasts about 10 - 20 min**

1. After you have filled out the questionnaire in the Outpatient Testing area, you will be brought to the Bone Density room.

2. The bone densitometer is like a large examination table. It is padded and comfortable. The information that you filled out on the questionnaire will be entered into the computer before your test.

3. You will be asked to lie on your back, remaining in your normal clothing in most cases. Belt buckles, clothing with zippers, metal or thick plastic buttons, and metal jewelry will need to be removed from the region being examined.

4. The technologist will position your arms and legs for the test, which is painless and typically takes about 10 minutes. You will be asked to lie still and breathe normally.

# What Happens to My Exam Results?

The Radiologist will interpret your exam and produce a report which will be sent to your ordering provider.

You can expect to hear the results of your test from the ordering provider's office within a week.

The Bone Density test is also useful following bone changes. Your doctor may suggest a follow-up test to detect change over time.

# How Do I Get Images To My Outside Provider?

If you are referred to a provider outside of KSB, that provider may request the imaging that was done to be sent to him/her. In some cases, the provider can be sent the images electronically through the network. In other cases, the provider may ask that you bring a CD with the images.

**If you need a CD of images created...**
call KSB Health Info. Management Services Department: 815-285-5925
or call KSB Medical Imaging Department: 815-285-5597

These copies will be prepared for you to pick up in
the Outpatient Waiting Room desk at KSB Hospital,
Hours are Mon.-Fri., 6:00 AM – 6:00 PM.

You may also just stop in and they will arrange for the CD to be created while you are here, though calling ahead will insure that it is ready when you get here.

KSB Health Information Management Services Department is located in downtown Dixon at 102 S. Galena Avenue.

# Who Do I Call at KSB If I Have A Question, Compliment or Concern?

Our Patient Advocate Team director, Andrea Cook, is available to listen and assist you if you have any questions, compliments or concerns.

Call: 815-285-5525 hours are Mon. - Fri. 8:00 AM - 4:30 PM
Email: acook@ksbhospital.com

**You may also write to this address:**
Patient Advocate Team Director
KSB Hospital
403 E. First Street
Dixon, IL 61021

At KSB Hospital, we strive to provide the best patient experience possible. We prefer to resolve your concern immediately, so please feel free to call.

# What is a Patient Satisfaction Survey?

After your exam, you may be asked to help us maintain our high standards of care through our Patient Satisfaction Survey. Patient Satisfaction Surveys are administered via email or text.

We ask that you please provide honest feedback, as all surveys are anonymous.

Your responses will assist us in understanding how we can better serve you.

# How Does Billing Work?

The process and time frame of receiving a bill for services depends upon your insurance coverage and your insurance carrier. You will not receive a bill until the primary insurance company has processed the KSB claim for the services provided. At that point, you may receive a bill from KSB for your responsibility of the bill. As a general rule, you can expect a bill from KSB within the time frames listed below. However, each patient bill is unique and may vary.

| | |
|---|---|
| Medicare | 60-90 days after date of service |
| Medicaid | 3 -6 months after date of service |
| Commercial Insurance | 60-90 days after date of service |
| Self-Pay | 30 days after date of service |

Patient Advocate representatives are available to assist you with any billing questions.

You may give them a call at (815) 285-4YOU (4968)

They are also available in person on the 1st floor of KSB Hospital located at 403 E. First Street, Dixon, IL 61021.

Available Mon.-Fri., 8:00 AM to 4:30 PM

**Bill Payments**

Payments can be made online at www.ksbhospital.com/pay-my-bill

www.ksbhospital.com

403 East First Street, Dixon, IL 61021
(815) 288-5531