



Orthopedic Center of Excellence

A Program, and a Mother, Prepared for Anything

BRADY AND CHERI
Aurora, Indiana



Orthopedic care from the Hendricks Orthopedic Center of Excellence heals injuries and cuts costs for an UNSTOPPABLE family.

When a family healthcare emergency occurs, the last thing that should be on your mind is where to go for care and if that care will be affordable. Cheri, a Payroll and Benefits Coordinator at Sunman-Dearborn Community Schools in St. Leon, Indiana, learned that lesson all too well.

Her son, Brady, was injured during a basketball game with friends. "I was at home when Brady called me. He'd gone down to our local community center to play basketball, and called to say that he injured his knee and that he wanted me to bring him crutches," Cheri said.

A Decision

Cheri took Brady to a local orthopedic specialist. The diagnosis: a torn ACL, multiple tears in his meniscus, and cartilage damage. There's no good time for bad news, but the timing was particularly challenging: it was December, with their \$6,000 health plan deductible not yet met, and the potential for additional post-op costs lying in wait for the following year.

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One innovative new program was an immediate relief for Cheri and Brady.

The Hendricks Regional Health Orthopedic Center of Excellence (COE) is a program designed to make orthopedic surgical care more accessible and affordable for their employees and their families.

Working in human resources herself, Cheri can attest to the positive addition the benefits program makes. "Having a package like this helps alleviate the burden of a high-deductible plan," Cheri said. "They can offer this surgery at no out-of-pocket cost. Therefore, it does not go towards your deductible and that is a huge savings to employees."

The injury still loomed, but at least the prospect of a negative financial impact no longer did. "The tear was so severe that they wanted to do the surgery right away. So, I had to do my research quickly, not knowing anything about Hendricks and any of the doctors."

The two-hour drive to Danville, Indiana, was worth it for Brady to receive care from Dr. Kyle Ritter and a team recognized nationally for healthcare quality and patient experience.

For Cheri, a calming part of the trip was being provided a one-night hotel accommodation. The hotel stay allowed them to rest closer to the hospital, and gave Brady the chance to begin his physical therapy at Hendricks the next day. Hendricks also partners with many physical therapy providers throughout the state, including in Cheri and Brady's area, so COE patients can get unbeatable support in order to live unstoppable lives.

Cheri says she could not be happier with the experience she and Brady had with the one-stop, all-in support they've received from Hendricks Regional Health.

Learn more about the Hendricks Regional Health Orthopedic Center of Excellence by visiting hendricks.org/COE or calling our concierge at 317-386-5630.

A commitment to delivering healthcare service excellence is the Hendricks way.

- Prioritized patient experience
- Top-notch quality ratings
- Excellent clinical outcomes
- World-class physicians and staff
- Demonstrated cost savings
- Effective employer partnerships
- Full continuum of care



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Or call: **317-386-5630**