

# Duke Orthopaedics Opens Page Road Clinic

Duke Orthopaedics has identified new opportunities to serve patients in the Triangle region while expanding its geographic reach. In July 2011, the Duke Medical Plaza at Page Road opened its doors. Located just off of I-40 and 54, close to Raleigh/Durham International Airport, the plaza is strategically located in the middle of population growth in the Triangle area, thereby increasing access to Duke Orthopaedic care for many patients in the area. The Page Road clinic is located in the old Quintiles office building and renovation plans for the clinic space began in July 2010. Dr David Attarian, MD, Vice Chairman, Duke Orthopaedics Clinical Operations states that, ‘We are hoping to take our overall patient experience to a much higher level (at Duke Medical Plaza Page Road), while still providing our Duke Orthopaedic world class care’.

The new Page Road center brings together the expertise of specialists in a number of fields, including orthopaedic surgery, radiology, physical therapy and occupational therapy, combined with on-site radiological equipment, to provide high quality, cost-effective care. Moreover, a preoperative screening clinic precludes a trip to the main Duke campus for many patients. Dr James Nunley, MD, former Chairman of Duke Orthopaedics, states that the location ‘...has been incredibly well received. Patients love that there is free parking and that its easy to get to, right off the freeway.’ Convenience is certainly a draw to the Page Road location for many patients. In fact, appointments within 24 hours are available for all new patients. Duke Orthopaedics and Duke Urgent Care have partnered to guarantee same day/next day appointments for urgent patient visits. Convenience and accessibility are just several characteristic inherent to the ‘five-star’ customer service goals at Page Road. Upon arrival, there is a courtesy concierge service. While awaiting their appointment, patients may use complimentary beverage stations or access an internet kiosk equipped with free WiFi.

The orthopaedic surgery clinics at Page Road are comprised of specialists in sports medicine, adult reconstruction, hand and upper extremity, foot and ankle, and nonoperative spine care. Duke Orthopaedics occupies the 20,000 square foot third floor of the building, which has 60,000 square feet and three floors total. Duke Ophthalmology and Preoperative services also have space in the building. The clinical space on the third floor is divided into four pods—upper extremity, foot and ankle, adult reconstruction, and spine/general/sports. Each pod has eight exam rooms (12 for the spine/general/sports pod). There are two reception areas—one for adult reconstruction and upper extremity, and the other for foot and ankle and spine/general/sports. In addition, there are two X-ray rooms, both of which house two digital machines, at each end of the building with separate subwaiting areas as well as a mobile MRI on the first floor of the building. A six-bed cast room is situated by the foot and ankle pod, while an occupational/hand therapy room is located in the upper extremity pod. Each pod has a separate nurses’ station and private providers’ work rooms. Furthermore, patient education rooms are located in each pod. A physical therapy workspace occupies 5,000 square feet on the second floor. Last, the second floor of the building houses conference rooms; a 50-seat, web-connected auditorium, kitchen area and a resident/fellow workroom.

The traffic flow for patients is to check-in, go to the appropriate pod, and then check-out within the pod to avoid congestion at reception areas. This essentially creates a cloverleaf traffic pattern with a maximum patient flow of 480 to 500 patients per day. The Department of Orthopaedic Surgery hopes to add two outpatient operating rooms to the campus in the near future.





Additional build-out plans include a formal preoperative clinic, sports performance laboratory and orthopaedic appointment hub. Our residents and faculty have truly enjoyed working at the beautiful, convenient Page Road Clinic, and we have heard many positive remarks about the facility from our patients. The opening of the Page Road Clinic serves as a symbol of the strength of the Department and the forward thinking of its leaders as we work to provide high quality care accessible to all patients in the region.

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