



CONCORD ORTHOPAEDICS

Experience You Can Trust

Patient Newsletter

Book Your Own Appointments Online



*Specializing in Your Orthopaedic and
Musculoskeletal Care*

Welcome Message: Jeffrey W. Wiley, MD

Jeffrey W. Wiley, MD



Specialty: Total
Joint Surgery

Dear Patients,

As we head into the end of the year, I wanted to take a moment to thank you for trusting Concord Orthopaedics to provide you and your family with your orthopaedic care for more than 50 years.

Each year we strive to improve our services to the community and this year I am pleased to announce that we have implemented a new Electronic Medical Records (EMR) system and a new phone system. These systems bring with them many enhancements such as access to improved online self-scheduling features where you can now schedule your appointments with us 24/7, hold your place on line in our phone queue where we will call you back, and an enhanced patient portal where you can access your chart and communicate with the practice with ease.

We have also improved our website and provided additional links on our patient resources page to help you navigate through different requests you may have for your care. Please go to www.concordortho.com and click on the patient resources page for more information and be sure to follow us online for the latest news and events about the practice.

Our team at Concord Orthopaedics is available to support you for all of your orthopaedic health care needs. We are committed to ensuring that you have the access that you need so that we can treat your injuries quickly. As always, if you have an urgent injury, you can always come to our Acute Injury Clinics located in Concord and Londonderry.

I hope that you have a wonderful holiday season!

Jeffrey W. Wiley, MD
President, Concord Orthopaedics

603.224.3368



Self-Schedule
Appointment

Specialty Orthopaedics: *Experience You Can Trust*

- Orthopaedic Surgery

- Hand & Upper
Extremity Surgery

- Pediatric Orthopaedic
Surgery



- Sports Medicine
Surgery

- Spine Surgery
Physiatry/Spinal Injections

- Total Joint Surgery

- Foot & Ankle Surgery



News & Updates

News & Updates:

- COPA donated to **Concord Hospital Trust**: Pedaling 4 Payson, Rock N' Race.
- January 2025: COPA partners & sponsors with **nearly 20** high schools, colleges, & private schools by providing *sporting events medical coverage*.
- March 2025: COPA returned our annual **Ortho Summit**, an accredited educational event for medical professionals across NH.
- May 2025: Dr. Nagel was named **Medical Honoree** of the Arthritis Foundation 5k Walk at the Fisher Cats Delta Dental Stadium.
- July 2025: **Sponsored** youth scholarships to Jack Perri Basketball Summer Camp at Southern New Hampshire University in Manchester, NH.
- August 2025: **Sponsored** New England College inaugural Football season.
- September 2025: COPA partners with NHTI to host first-ever, **New Hampshire Athletic Alliance**.
- September 2025: Best of the Lakes Region **Gold Winners** - Best Orthopaedic Surgeons.
- September 2025: Best of the 603 **Gold Winners** - Best Orthopaedic Surgeons.
- September 2025: **Andrew J. Holte**, MD joins the sports medicine team.
- October 2025: COPA hosts first-ever, **Women In Motion**, a health & wellness community event held at the Puritan Backroom Conference Center in Manchester, NH.
- December 2025: Sponsorship: Arthritis Foundation - **Jingle Bell Run** in Concord, NH at Northeast Delta Dental.



Online Self-Scheduling: *Book Your Own Appointments*

New and Existing Patients:

Book your appointment online anytime from your phone or computer.

1. Either scan the QR code below or visit our website and select "**Book An Appointment**" on our homepage.
2. Next, select either **Existing Patient** or **New Patient** to continue booking your own appointment online.

For over 50 years, we have proudly served New Hampshire with expert orthopaedic care and look forward to continuing to grow to meet your individual needs.

If you are interested in being seen by one of our providers, **book your appointment online**, it's hassle-free! We have a robust phone system to take calls if you choose to speak with a patient service representative.

"I couldn't have asked for a better experience from the time I got online, to finishing scheduling my own appointment in Derry to see Dr. Dion. I didn't have to call anyone, which allowed me to maintain focus on my daily tasks.



I highly recommend everyone to book appointments online".
- John T.



Patient Portal: *Registration*

(NEW) Patient Portal:
Powered by athenahealth

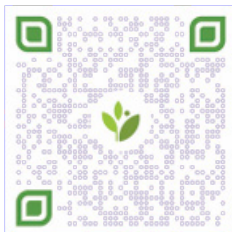


athenahealth

Download the app

AthenaPatient app

Scan here



As of September, 16th, 2025: COPA implemented a new Electronic Medical Record (EMR) system powered by athena one.

WHAT THIS MEANS FOR PATIENTS: You can securely access your health information and manage your care anytime, anywhere.

ENHANCED PATIENT PORTAL: Convenient access to manage health.

You can:

- View your medical records and visit summaries
- Request medication refills
- Message your care team
- Request and manage your appointments
- Access and fill our forms electronically
- Make payments to your account

IMPROVED ACCESS & SECURITY: Your health information is stored securely and accessible by our clinical teams ensuring a seamless and coordinated care experience.

ENHANCED SELF CHECK-IN:

- Complete your health history and other health questionnaires before your scheduled appointment electronically and at your convenience.
- Review your demographic and insurance information to make sure all information is accurate.
- **After completing the enhanced self check-in remember to let your Patient Service Representatives know you are here so the provider can be notified you have arrived.**

Disability / FMLA Paperwork: MedRecs Management

Partnership with MedRecs Management: Disability / FMLA

As of November 17th, 2025 we have partnered with MedRecs Management to process all patient Disability and FMLA paperwork.

We understand that these forms require immediate timely attention. This new partnership will ensure that your forms are completed as quickly as possible.

All requests for Disability/FMLA paperwork will now be processed by MedRecs and patients will be able to communicate directly with them. Additionally, MedRecs will also send an electronic copy of the paperwork to your employer/or request representative and you will have access to a copy for your records.

Please text the number below with any questions relating to your Disability or FMLA form. **603.614.5552**

Do not text this number for any other Concord Orthopaedics related questions or concerns!

Benefits of the texting option:

- Easy and convenience option for patients in need of support or wanting to check the status of form
- Quick response time
- No hold times

A **New Administration Fee** will now apply for completing required paperwork. This covers the time and resources to ensure all documentation is properly processed.

These fees include:

- \$25 Processing fee for normal processing time.
- \$45 Processing fee for expedited turnaround time.
- \$20 Processing fee for any updates needed to a form previously completed.



Submit your Disability / FMLA Paperwork Online

1

Go to our website
(www.concordortho.com) or
scan the QR code.



2

Click on the "Patient Resources" tab,
then select "Submit Disability /
FMLA forms."

3

Follow instructions and request
completion of Disability / FMLA
Paperwork at your convenience.

Need assistance?

Phone or Text: 603.614.5552

Email: disability@medrecsmanagement.com

Sports Injury Spotlight: *Achilles Tendon Rupture*

Achilles Tendon Rupture with Dr. Resnick:

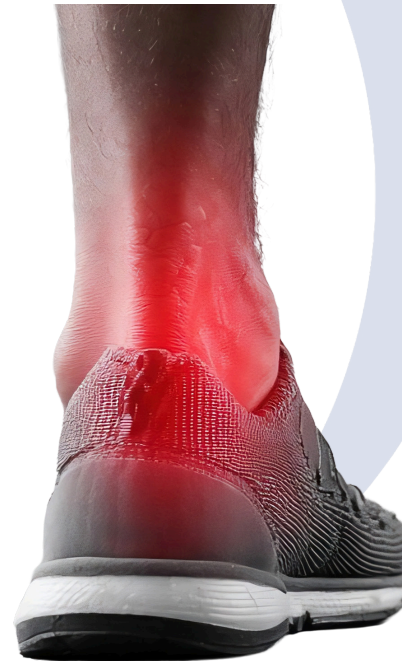
An Achilles tendon rupture is a tear of the strong tendon connecting the calf muscles to the calcaneus (heel bone). It usually happens suddenly, often during sports or activities that require sprinting, jumping, or a quick change of direction.

Many people describe hearing or feeling a sudden pop in the back of the ankle, followed by sharp pain and difficulty walking. Swelling, bruising, and trouble pushing off the injured foot are common, and a gap in the tendon may be felt.

The injury occurs most often in adults between 30 and 50 years old, especially those who participate in occasional intense physical activity. However, Achilles ruptures are being seen more frequently in younger and older people. Risk factors include tight calf muscles, sudden increase in training intensity, and use of certain medications like fluoroquinolone antibiotics or steroids. The diagnosis is typically made with a physical exam, utilizing the Thompson test, and sometimes imaging with ultrasound or MRI to confirm the extent of the injury.

Treatment options include both non-surgical management and surgical repair. Non-surgical treatment involves being placed in a cast or boot to keep the foot pointed downward and gradually repositioning it over several weeks, followed by physical therapy. Surgery is typically recommended for younger patients as well as healthy active individuals regardless of age as the risk of re-rupture is lower.

Recovery generally takes many months, with most people returning to walking activities by three to four months and sports by six to twelve months. Immediate medical attention is important if a rupture is suspected so that proper treatment can begin promptly.



Ronald B. Resnick, MD



Specialty: Foot & Ankle
Surgery



Physician Associate: *Health Tips*

Tip of the Month:

Winter weather can make staying active a little tricky, but keeping your joints moving is essential for long-term mobility and overall health. Here's my advice for staying safe and active this season:

- Dress in layers to stay warm without restricting movement.
- Warm up indoors before heading outside for walks or errands.
- Choose safe surfaces: walk on cleared sidewalks or use traction devices on shoes if ice is present.
- Incorporate indoor exercises like chair squats, gentle stretching or resistance-band routines when the weather keeps you inside.
- Listen to your body - pain or discomfort is a signal to modify your activity.

Even small, consistent efforts can help protect your joints improve circulation, and maintain strength throughout the winter months. Make sleep a priority too - good rest supports your immune system when it's working harder. Don't forget preventive care: staying up-to-date on vaccinations, like the flu shot, and coming in for your routine checkups can make a big difference in how you feel. And finally, manage stress: take time to unwind, whether that means stretching, meditating, or simply connecting with loves ones - because lowering stress is one of the most powerful ways to support your health through the season.

Warm regards,

Matt J. Winick, PA-C
Specialty: Acute Injury Clinic

Matt J. Winick, PA-C



Patient Spotlight: *Success Story*

Patient Spotlight: Kris F.

Kris F., a mid-30s electrician, knows a thing or two about hard work - and a little about knees! Ironically, Kris did some of the electrical work at the **Orthopaedic Surgery Center (OSC)** when it first opened back in 2021, where he later came for his treatment.

One day after work Kris experienced significant knee pain and headed straight to Concord Orthopaedics' **Acute Injury Clinic (AIC)** Walk-In Center. "I was impressed with how quickly I was seen and evaluated," Kris says. "The staff made the whole process easy and stress-free." After his visit, it was determined he needed surgery, which was expertly performed by **Dr. Higgins** of Concord Orthopaedics and his team.



I couldn't have asked for a smoother experience," Kris shares. "From the **walk-in clinic** (NO appointment necessary), to the appointments with Dr. Higgins, to the surgery and follow-up care, everyone at Concord Orthopaedics' AIC and OSC made me feel confident and cared for. It's great knowing they really listen and make you part of the process. I would highly recommend Concord Orthopaedics!"



Patient Resources:

www.concordortho.com

Patient Resources:

- Advance Care Planning Guide
- Book Your Own Appointment Online
- Disability & FMLA Forms
- Medical Records / X-Ray Requests
- Online Bill Pay
- Patient Portal [athenahealth]
- Surgical Procedures Video Series
- The Spine Center at Concord Orthopaedics: Online Booklet
- Total Joint Replacement: Guides & Information Booklet
- Workers Compensation

Save The Dates:

- December 7th, 2025: Jingle Bell 5k Run (Concord, NH)
- March 3rd 2026: Career Fair at St. Anselm College (Manchester, NH)
- April 1st 2026: Ortho Summit (Manchester, NH)
- May 6th, 2026: Rock N' Race 5k (Concord, NH)
- September 19th, 2026: Pedaling 4 Payson (Concord, NH)
- September 17th, 2026: NH Athletic Alliance (Concord, NH)
- October 1st, 2026: Women In Motion (Manchester, NH)

Follow us for updates & stories:



/ConcordOrtho



/Concord-Orthopaedics



/Concord_Orthopaedics



Self-Schedule
Appointment

603.224.3368

www.concordortho.com

Acute Injury Clinic: *Walk-Ins Welcome*



Acute Injury Clinic - Concord

North Entrance
264 Pleasant Street, Concord, NH

M-F: 9:00am - 6:00pm

Sat: 8:00am - 1:00pm

** Last patient accepted weekdays at 5:45pm*



Acute Injury Clinic - Londonderry

50 Michels Way, Suite 206
Londonderry, NH

M-F: 8:00am - 5:00pm

** Last patient accepted at 4:45pm*

NO APPOINTMENTS NEEDED

- Immediate Access
- Same Day Appointments
- Cost Effective Treatments
- X-Ray, Bracing, & Casting
- Shorter Wait Times

603.224.3368

www.concordortho.com



Self-Schedule
Appointment

7 Office Locations: Convenient Access

Office Locations: *All sites offer X-ray services*

166 South River Road, Suite 125
Bedford, NH 03110

264 Pleasant Street
Concord, NH 03301

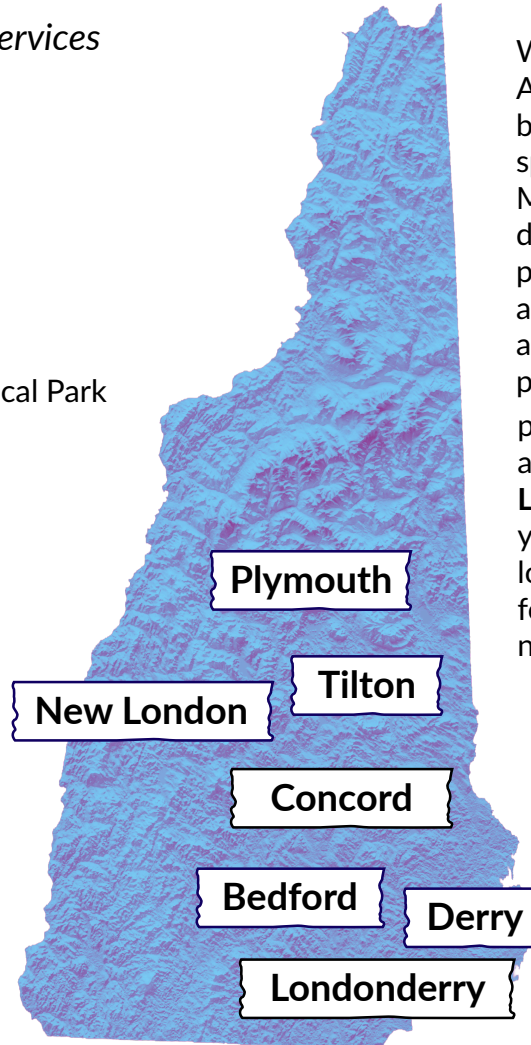
6 Tsienneto Road, Suite 200 Overlook Medical Park
Derry, NH 03038

50 Michels Way, Suite 206
Londonderry, NH 03053

247 Newport Road, Suite 101
New London, NH 03257

103 Boulder Point Drive
Plymouth, NH 03264

614 Laconia Road
Tilton, NH 03276



We are pleased to introduce Andrew J. Holte, MD, a board-eligible physician specializing in Sports Medicine. Dr. Holte is dedicated to helping patients of all ages stay active, recover from injuries, and achieve their peak performance through personalized, evidence-based care. Dr. Holte is now accepting new patients at our locations in **New London, Tilton, Concord, and Derry**. Whether you're an athlete, a weekend warrior, or simply looking to move and feel better, Dr. Holte looks forward to supporting your health and wellness needs.

Andrew J. Holte, MD



Specialty: Sports
Medicine

- MRI at Concord only location
- 29 Physicians
- 24 Physician Associates/Nurse Practitioners



603.224.3368

www.concordortho.com

Self-Schedule
Appointment

Orthopaedic Surgery Centers: *Concord & Derry*

The **Orthopaedic Surgery Center (OSC)** has two exclusive locations where Concord Orthopaedics' surgeons provide surgical care: Concord and Derry.

Both, ambulatory ("day") surgery centers are available for orthopaedic surgical procedures and spinal injection procedures. Additionally, Concord Orthopaedics' surgeons also perform surgical procedures at Concord Hospital, Parkland Hospital, and Spaulding Memorial Hospital.



OSC/Concord is located at 116 Langley Parkway, on the first floor of the new Memorial Medical Building West on the Concord Hospital campus.

OSC/Derry is located at 14 Tsienneto Road, Suite 100, Derry, NH 03836.

