

Important Company Policies for a Successful Relationship

We strive to provide you the best personalized care available. To make this possible we adhere to a set of very important guidelines. Please read them carefully, initial all the boxes, and indicate your agreement by signing on the other side of this form (bottom).

Initial
All
Boxes

Late Policy "10-minutes"

Being late by more than 10 minutes will require you to either reschedule or wait for the next available opening. There are no guarantees since openings due to cancellations are unpredictable. We do not allow appointment overlap because this undeservedly compromises the care of another patient.

24-Hour Advance Notice Fee

If you wish to change or cancel an appointment we require a minimum *24-hour advance notice*. Anything less will result in a \$30 fee charged to your account. It costs us money to make appointments available to you. Whether you attend or not we still accrue the expenses (for staff wages, rent, etc.). We don't charge you the actual cost for that appointment but rather a mere \$30 fee. We do NOT make money with this charge; it's only to act as a deterrent from making last minute changes. Advance notice allows someone else (who needs it) time to reserve it in place of you. Please be courteous and responsible. Thank you.

Copays are due upon arrival

If you happen to forget your wallet or checkbook we may still be able to see you upon completion of an "Extension Request" form. This is a "promise-to-pay" form and carries a minimal fee that allows you to keep your appointment.

No-shows are bad

If you fail to show for an appointment without notice all future appointments will be removed and a \$30 fee assessed to your account. You may re-schedule appointments again on a "first come, first serve basis".

Cell phones must be shut OFF or silent

We realize emergencies may arise and therefore allow you to carry your cell phone during your session, however, please be courteous and set to silent mode or turn off. Thank you.

Children requiring supervision are NOT allowed to attend sessions with you.

Unless your facility offers child care services, you may not bring children who require supervision with you to your appointment. If your child does not require supervision and is capable of waiting for you quietly then you may bring them. If any disturbance is caused to other patients or staff members you may be asked to terminate your session early and attend to your child.

Financial Hardship

If you are experiencing financial difficulties and are unable to afford the cost of our services we have a "Financial Hardship Form" which may be filled-out if you qualify for financial assistance according to the Federal guidelines, we may legally assist you by waiving or discounting your (patient responsibility) portions of the bill. Ask the front desk person for assistance.

Important Notice from the Federal Government:

It is unlawful to routinely avoid paying your copay, deductible or coinsurance payments ... even if your doctor allows it. Unless you complete a "Financial Hardship" form and qualify for financial assistance under Federal Standards, you may NOT routinely evade paying your responsibility portions for medical care as outlined in your insurance plan even if your doctor allows it. You both may be charged for breaking the law. This includes services deemed as "professional courtesy" and "TWIP's - Take what insurance pays". Failure to comply places you in violation of the following laws: Federal False Claims Act, Federal Anti-Kickback Statute, Federal Insurance Fraud Laws, State Insurance Fraud Laws. Failure to comply may result in civil money penalties (CMP) in accordance with the new provision section 1128 A(a)(5) of the Health Insurance Portability and Accountability Act of 1996 [section 231(h) of HIPAA]. Exceptional cases do apply. Please see contact info for more information. Office of Inspector General, Department of Health and Human Services. Contact by phone: 202 619-1343, by fax: 202 260-8512, by email: paffairs@oig.hhs.gov, by mail: Office of Inspector General, Office of Public Affairs, Department of Health and Human Services, Room 5541 Cohen Building, 333 Independence Avenue, S.W., Washington, D.C. 20201. Joel Schaer, Office of Counsel to the Inspector General, 202 619-0089/

We look forward to building a successful relationship with you that lasts a lifetime!

Patient Express Registration

Today's Date: _____

1. Patient Info

Please Fill-Out Entire Form Completely & Legibly.

Last Name _____ First Name _____ Age _____ Male Female

Street Address _____ City _____ State _____ ZIP _____

(_____) Home Phone _____ (_____) Cellular _____ ● Email Address (Required in order to watch "New Patient Video") _____

Occupation _____ Employer Name _____ (_____) Phone # _____

Emergency Contact Person _____ (_____) Phone # _____ If Patient is a MINOR: Parent/Guardian Name and Signature Here _____

Social Security # _____ Date of Birth ____/____/____ Single Married

Work Status: Currently Employed: Retired Disabled (__ Total or __ Temporary) Student (__ P/T __ F/T)

2. My Condition Info

****ALL INFO REQUIRED****

My injury/ailment is related to . . .

AUTO/PERSONAL INJURY: Date of accident: ____/____/____

WORK INJURY: Complete all information below.

Date of injury: ____/____/____

Your company HR person name _____

Insurance adjustor name _____

Insurance adjustor PH# _____

NO INJURY: What do you think may have caused it? _____

I have already had . . .

SURGERY: When and what type? _____

PHYSICAL THERAPY BEFORE: When and where? _____

HOME HEALTH Care: Are you still receiving it? __YES __NO

OTHER care: What? _____

3. Payment Info

(check only one box)

I am paying TODAY by . . .

INSURANCE and would like to . . .

__ Have you deal directly with them. I will assign my benefits to you by completing the "Assignment of Benefits Form" (Fees may apply in some cases). The following information is required prior to 1st visit.

My coinsurance/copy is \$ _____

My deductible is \$ _____

__ Get a 30% discount by paying the entire bill at the time of service. I'll get reimbursement on my own. (Ask the front desk person for details)

WORKERS COMP . . .

You must have all info provided under "My Condition..."

CASH, CHECK, CREDIT and would like a . . .

__ 30% discount by paying at the time of service.

__ Payment plan and apply for "Financial Hardship"

I have an ATTORNEY and would like to . . .

__ Get a 30% discount by paying up front. I'll get reimbursed after my case settles.

__ Wait until my case settles before paying. I will complete the "Attorney Lien" form. Fees may apply.

4. Referral Info

How did you hear about us?

- Friend or Family: Brochure: Give details: _____
- Internet: Insurance/Directory: _____
- Advertisement: Other: _____

Physician/Dentist/Chiropractor/Nurse: Give details below

Referring Physician/Person's Name _____

City _____ State _____

Phone # _____

↓ I have read and agree to all the policies on the back of this form. Signature _____