



physical therapy  
occupational therapy  
...with a smile:)

Dear Patient,

Thank you for choosing CPT for your physical and occupational therapy needs! As a health care service provider, we realize that you do have a choice for your care – and we are honored that you have chosen us!

If you are new to us, we would like to help prepare you and provide you with helpful information. The healthcare system can be challenging to navigate - and we hope that this helps to take some of the guesswork out of the process.

**What should I wear to my appointments?**

We recommend you wear comfortable clothing and nothing restrictive to the area that will be treated. If we will be addressing issues with a particular body part such as your knee or shoulder, it would be helpful to wear clothing that allows "easy access" to that region. Part of your examination will be accessing the injured area.

**Do I need to complete paperwork?**

Yes. Most of the necessary paperwork is attached here. It is important that you complete ALL of it to the best of your ability. If there is something you do not understand, simply leave it blank and we can review it with you during your first visit. If you maintain a separate copy of your medical history and/or medication list, you may present them with this paperwork (in place of writing it out) and we can make a copy for your patient chart. Please arrive 15 minutes early to your evaluation if you have not completely finished your initial paperwork so we can assist you before your appointment.

**Can I have someone accompany me for the initial examination or treatment sessions?**

We understand that medical appointments can sometimes be overwhelming and having a friend or family member who knows you well can be helpful. We will do our best to accommodate any such request. In doing so, the safety and privacy of other patients cannot be compromised.

**Should I bring any test results to my appointment?**

Very often, patients have undergone tests that are pertinent to their reason for a referral to physical or occupational therapy. These may include tests such as X-ray, EMG, MRI, CT scan, or bloodwork. If you have had testing relevant to your diagnosis, please bring a copy of your test results to your first appointment. If you do not have the test results please notify the Front Desk Administrator or your therapist about the testing and where it was performed - we can request a copy of the results on your behalf.

**Will my insurance cover the cost of my therapy?**

There are many insurances and even more insurance policies out there with different levels of coverage. When scheduling your initial evaluation the Front Desk Administrator will collect any and all of your insurance information. Once your evaluation is scheduled our Insurance Coordinator will work on contacting your insurance company on your behalf to verify your benefit eligibility that our Front Desk Administrator will then review with you when you arrive at your initial evaluation. We verify your benefits as a courtesy. However, this is not a guarantee of coverage. If you have any questions specific to your plan ahead of time please call your insurance company.

**What if I cannot afford the out-of-pocket costs associated with my insurance plan?**

Providing you the care that you need so that you can get back to doing what you want to do is important to us! CPT is always willing to assist our patients with the financial burden associated with co-payments, deductibles, and co-insurance costs that your insurance policy carries. If cost of care is a concern, please do not hesitate to mention it to our Front Desk Administrator or your therapist who can then initiate the necessary process to consider your out of pocket expenses. CPT is committed to helping you receive the care you need in a manner that is manageable for you. We are happy to establish an arrangement that supports your care with us!

**How often will I have appointments?**

Your therapist will complete an initial examination on your first visit. At the end of that visit, the therapist will discuss with you their findings and thoughts about appropriate interventions, which includes the frequency and duration of your treatment. Typically, patients are seen 2 to 3 times a week for a period of 4 to 6 weeks. This varies based upon your diagnosis and complexity of your problem(s).

**How long are the appointments?**

Initial evaluations are scheduled for one hour. After that, visits typically last 45 minutes to an hour, depending upon the condition we are seeing you for and how much time your therapist determines is needed to provide the best care for you. No two patients are the same!

**Is there anything else I need to know?**

We are excited to have you come in to see us! We do our best to create a fun atmosphere that helps you heal and feel supported while doing so. Please know that we are here for YOU! Never hesitate to reach out to any of our staff members with an issue or concern! We are happy to help you along the way.

We are looking forward to meeting you and getting you started on the road to recovery!

Sincerely,  
The CPT Team

## Medical Conditions

Do you have any medical conditions that you currently suffer from or have suffered from in the past?  Yes  No

### List of Medical Conditions

Check any medical conditions that you have a history of:

- |  |  |   |   |   |
|--|--|---|---|---|
| <input type="checkbox"/> Abnormal Bleeding       | <input type="checkbox"/> Chronic Back Pain         | <input type="checkbox"/> Diabetes Type II | <input type="checkbox"/> High Cholesterol   | <input type="checkbox"/> Osteoarthritis       |
| <input type="checkbox"/> Angina                  | <input type="checkbox"/> Chronic Neck Pain         | <input type="checkbox"/> DVT              | <input type="checkbox"/> HIV/AIDS           | <input type="checkbox"/> Osteoporosis         |
| <input type="checkbox"/> Anxiety                 | <input type="checkbox"/> Closed Head Injury        | <input type="checkbox"/> Fibromyalgia     | <input type="checkbox"/> Hypertension       | <input type="checkbox"/> Psoriatic Arthritis  |
| <input type="checkbox"/> Arrhythmia              | <input type="checkbox"/> Colitis                   | <input type="checkbox"/> Frequent UTI     | <input type="checkbox"/> Hypothyroidism     | <input type="checkbox"/> PVD                  |
| <input type="checkbox"/> Asthma                  | <input type="checkbox"/> Congestive Heart Failure  | <input type="checkbox"/> GERD             | <input type="checkbox"/> IBS                | <input type="checkbox"/> Rheumatoid Arthritis |
| <input type="checkbox"/> Bipolar Disorder        | <input type="checkbox"/> COPD                      | <input type="checkbox"/> Glaucoma         | <input type="checkbox"/> Joint pain         | <input type="checkbox"/> Scoliosis            |
| <input type="checkbox"/> Blood Clotting Disorder | <input type="checkbox"/> Crohn's Disease           | <input type="checkbox"/> Gout             | <input type="checkbox"/> Lymphedema         | <input type="checkbox"/> Seizure Disorder     |
| <input type="checkbox"/> Bowel Incontinence      | <input type="checkbox"/> CVA (Stroke)              | <input type="checkbox"/> Heart Disease    | <input type="checkbox"/> Migraine Headaches | <input type="checkbox"/> Shortness of Breath  |
| <input type="checkbox"/> Cancer                  | <input type="checkbox"/> Degenerative Disc Disease | <input type="checkbox"/> Hepatitis B      | <input type="checkbox"/> MRSA               | <input type="checkbox"/> Sleeping Disorder    |
| <input type="checkbox"/> Carpal Tunnel Syndrome  | <input type="checkbox"/> Depression                | <input type="checkbox"/> Hepatitis C      | <input type="checkbox"/> Multiple Sclerosis | <input type="checkbox"/> TB                   |
| <input type="checkbox"/> Cellulitis              | <input type="checkbox"/> Diabetes Type I           | <input type="checkbox"/> Hiatal Hernia    | <input type="checkbox"/> MI/Heart Attack    | <input type="checkbox"/> Urinary Incontinence |

### Other Conditions

Do you have a pacemaker?  Yes  No

List any conditions not already included: \_\_\_\_\_

## Surgeries

Have you had any surgeries?  Yes  No

List surgeries you have had including date if known:

Surgeries and Procedures		
Type	Date	Results/Details

## Medications

Do you take any medications or over the counter supplements?  Yes  No

Please list current medications: (include dose and frequency if possible)

Medications, Vitamins, and Supplements				
Name	Dose	Dose (unit)	Frequency	Method (oral, injection, etc.)

## Allergies

Do you have any allergies to medications, food, or other substances that we need to be aware of?  Yes  No

Please list current allergies:

Allergies			
Allergen	Type (Drug/Food allergy, etc.)	Severity	Onset date

# COMPREHENSIVE PHYSICAL THERAPY

354 Main St  
Forest City PA 18421-1418  
Phone: (570) 785-2018

## CONSENT FOR TREATMENT

I, the undersigned, hereby agree and give my consent to COMPREHENSIVE PHYSICAL THERAPY to administer such treatment and care as is prescribed and considered therapeutically necessary on the basis of findings during the course of treatment. I also authorize COMPREHENSIVE PHYSICAL THERAPY to furnish information to insurance carriers concerning this treatment and I hereby assign all payment for the services rendered. The information provided is accurate to the best of my knowledge.

Relationship to Patient:

Signed By \_\_\_\_\_

Date \_\_\_\_\_

**Patient Forms and Consents**  
**COMPREHENSIVE PHYSICAL THERAPY**

CPT Forest City  
354 Main Street  
Forest City, PA 18421-1418  
Phone: (570) 785-2018 Fax: (570) 785-2061

**Cancellation and No-Show Policy**

We recognize that unforeseen circumstances do occur and we will always try to help and give reasonable consideration to your needs. Your health and wellness are our priority. If you need to cancel because of illness or another pressing commitment, please call us as soon as possible.

Office - (570) 785-2018

In the event a patient needs to cancel their appointment, **we require a minimum of 24 hours notice.** Your reserved treatment time is important to us. If we do not receive at least a 24 hours' notice of your cancellation, we may not be able to schedule another patient who could benefit from that appointment time. Your cancellation affects 3 people - you, your therapist and another patient we would be able to help.

Repeated no shows or late cancellations are disruptive to the optimal delivery of care and may indicate a lack of commitment to your health and wellness. As a result, **3 late cancellations and/or no-shows may result in discontinuation of therapy.** In the event you are discharged from our care due to this, your referring provider and/or claims manager will be notified of the reason for discharge from therapy.

***We reserve the right to charge a \$25 cancellation fee for cancellations with less than a 24 hour notice and all no-show appointments.***

\*Please be aware no-show/cancellation reports are monitored and staff are required to enforce these policies.

I agree to the Cancellation and No-Show Policy.

\_\_\_\_\_  
Signed By

\_\_\_\_\_  
Date

# Patient Forms and Consents

## COMPREHENSIVE PHYSICAL THERAPY

CPT Forest City  
354 Main Street  
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Phone: (570) 785-2018 Fax: (570) 785-2061

### Financial Policy

**Financial Policy:** A medical insurance policy is a contract between you and your insurance company. Coverage depends upon your insurance company and the specific plan you have chosen. COMPREHENSIVE PHYSICAL THERAPY is contracted with most insurance companies and, as a service to patients, we agree to submit your claims directly to them. You may need a current physician's prescription/referral for therapy services in order to submit your claim. Referrals are current for 30 days unless otherwise specified. In order for us to submit a claim to your insurance company, we will need a copy of your insurance card. Known patient responsibilities (such as copayment) are due at the time of service. Any invoiced billing is due within 30 days of receipt of COMPREHENSIVE PHYSICAL THERAPY statement. A fee of \$25.00 will be charged for any check returned by the bank for Non-Sufficient Funds.

All patient co-payments and deductibles are due at time of treatment. Co-payments not paid at the time of each visit will be subject to a \$25.00 administrative fee.

**Medicare Patients:** If you choose to schedule therapy without a physician's prescription/referral, we MUST obtain a signed therapy plan of care from your physician within 30 days of your initial visit. Also, you must be discharged from any home health care services or agency prior to initiating outpatient therapy. Medicare will not pay for both home health and outpatient care simultaneously.

**Motor Vehicle Collision - Auto PIP/Third Party:** We will bill your Personal Injury Protection Insurance (PIP) as a courtesy to you. If you do not have a direct PIP Claim you can choose to submit your personal health insurance or pay at the time of service at the Cash-Pay rate.

**Work Injury Claims:** Medical expenses resulting from a workplace injury/disease will be submitted to the workers' compensation program on an open claim. However, if a claim is denied for any reason, the patient will be fully responsible for the total cost of the care provided.

**Cash-Pay Policy:** We offer patients a discount equal to 10% of our usual and customary charges for services paid in full at the time of service. This discount is based on the administrative savings to our practice when receiving payments up front rather than billing for services. We will not bill your insurance company for services provided under this arrangement. No forms will be produced now or in the future for you to submit claims for insurance billing.

**Unaccompanied Minors Policy:** COMPREHENSIVE PHYSICAL THERAPY is authorized to provide treatment to a minor as appropriate when they arrive to an appointment unaccompanied by a parent/guardian; this may include changes in the current therapy the minor is receiving including treatments and exercises. The above financial policy is applicable to the guarantor of the unaccompanied minor.

**I understand the COMPREHENSIVE PHYSICAL THERAPY and Financial policies as described above. I authorize my medical benefits to be paid directly to COMPREHENSIVE PHYSICAL THERAPY for my services. I acknowledge that I am financially responsible for any balance due on all covered or non-covered services. I authorize the release of any medical or other information necessary to process the claim or provide continuity of care. I consent to receive treatment as prescribed by my provider.**

\_\_\_\_\_  
Signed By

\_\_\_\_\_  
Date

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**PAYMENT FOR SERVICES AGREEMENT**

**Services to be Provided**

COMPREHENSIVE PHYSICAL THERAPY will provide therapy services for you/your child (patient) in accordance with the orders provided by the patient's physician. It is understood that licensed therapists employed by COMPREHENSIVE PHYSICAL THERAPY will complete the services provided. The responsibly party gives permission for the patient to receive therapy services provided by COMPREHENSIVE PHYSICAL THERAPY

**Insurance Benefits**

COMPREHENSIVE PHYSICAL THERAPY will verify the patient's benefits, file the claims for services provided with the insurance carrier, and notify the responsible party of their financial responsibility. The responsible party understands that the verification of benefits and authorization is not a guarantee of payment and that they are responsible for all charges not paid by the insurance company.

**Assignment of Insurance Benefits**

The responsible party authorizes any insurance carrier that provides insurance coverage for the patient, to make direct payments to COMPREHENSIVE PHYSICAL THERAPY for any speech pathology services rendered. The responsible party will accurately inform COMPREHENSIVE PHYSICAL THERAPY of the patient's insurance coverage and provide information regarding coverage changes within 5 working days of the change.

**Release of Information for Reimbursement**

The responsible party authorizes the release of information pertaining to the patient's diagnosis and course of treatment to COMPREHENSIVE PHYSICAL THERAPY by the patient's physician and any other therapy service providers involved in the patient's care. The responsibly party also authorizes the release of information to the patient's physician and any other agencies related to reimbursement issues.

I give permission to COMPREHENSIVE PHYSICAL THERAPY to release information to my insurance company and bill for services on my behalf. I understand that authorization and verification of benefits is not a guarantee of payment and that I am responsible for any charges not covered by insurance.

\_\_\_\_\_  
Signed By

\_\_\_\_\_  
Date

# Patient Forms and Consents

## COMPREHENSIVE PHYSICAL THERAPY

CPT Forest City  
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### NOTICE OF PRIVACY PRACTICES

Effective 01/01/2020, Revised 01/01/2020

This Notice of Privacy Practices is provided to you as a requirement of the Health Insurance Portability and Accountability Act (HIPAA). It describes how we may use or disclose your protected health information, with whom that information may be shared, and the safeguards we have in place to protect it. This notice also describes your rights to access and or refuse the release of specific information outside of our system except when the release is required or authorized by law or regulation.

#### Acknowledgement of Receipt of this Notice

You will be asked to provide a signed acknowledgment of receipt of this notice. Our intent is to make you aware of the possible uses and disclosures of your protected health information and your privacy rights. The delivery of your health care services will in no way be conditioned upon your signed acknowledgment.

#### Who Will Follow this Notice

All physicians, licensed health care personnel, employees, staff and other office personnel. Any independent health care professional who may provide services at our office and is authorized to enter information into your medical record. All students or trainees. Any persons or companies with whom COMPREHENSIVE PHYSICAL THERAPY contracts for services to help operate our practice and who have access to our patients' medical information.

#### Our Responsibility Regarding Protected Health Information

Your protected health information is individually identifiable health information. This includes demographics such as age, address, email address, and relates to your past, present, or future physical or mental health or condition and related health care services. We are required by law to do the following:

- Make sure that your protected health information is kept private.
- Give you this notice of our legal duties and privacy practices related to the use and disclosures of your protected health information.
- Follow the terms of the notice currently in effect.
- Communicate any changes in the notice to you.

We reserve the right to change this notice. Its effective date is at the top of the first page and at the bottom of the last page. We reserve the right to make the revised or changed notice effective for health information we already have about your child as well as any information we receive in the future. You may obtain a Notice of Privacy Practices by calling the phone number at the top of this notice.

#### Our System

COMPREHENSIVE PHYSICAL THERAPY works with several agencies and referral sources. Your health information will be shared in the following manner:

- Treatment
- We will use and disclose your protected health information to provide, coordinate, or manage your health care and any related services. This includes disclosure to your physician or other health care providers who become involved in your care.
- Within our office for administrative activities, quality assessment, oversight and peer review.
- With our billing personnel and as necessary to obtain payment for your health care services.
- With your insurance company or other payers as required for payment.
- With the referring agency and case manager.
- With any other provider, school and/or agency with your written request. You may request written or verbal information sharing in writing. Your request should include a specified period of time for information sharing.

#### Required by Law

We may use or disclose your protected health information if law or regulation requires the use or disclosure. We will notify the appropriate government authority if we believe a patient has been the victim of abuse, neglect, or domestic violence.

#### Health Oversight

We may disclose protected health information to a health oversight agency for activities authorized by law, such as audits, investigations, and inspections. These health oversight agencies might include government agencies that oversee the health care system, government benefit programs, other government regulatory programs, and civil rights laws.

#### Legal Proceedings

We may disclose protected health information during any judicial or administrative proceeding, in response to a court order or administrative tribunal (if such a disclosure is expressly authorized), and in certain conditions in response to a subpoena, discovery request, or other lawful process.

#### Parental Access

We may disclose your protected information to parents, guardians and persons acting in similar legal status.

## **For Health Care Operations**

COMPREHENSIVE PHYSICAL THERAPY, staff and business associates may use and disclose medical information about you to operate this office. For example, COMPREHENSIVE PHYSICAL THERAPY may use medical information to call out your name in the waiting room, to review treatment and services or to evaluate the qualifications and performance of therapists in caring for you. COMPREHENSIVE PHYSICAL THERAPY may also disclose information to licensing authorities or offices who evaluate qualifications and review care to determine if COMPREHENSIVE PHYSICAL THERAPY and its therapists can be licensed, credentialed, certified or approved under a health plan or to treat patients at a particular facility. COMPREHENSIVE PHYSICAL THERAPY may contract with other professionals or companies, such as medical record transcription services, consultants, financial advisors or legal counsel, to help us run the practice and who have agreed to follow our Notice of Privacy Practices.

## **Contacting You**

Unless COMPREHENSIVE PHYSICAL THERAPY has agreed in writing to your written request to handle these matters differently, COMPREHENSIVE PHYSICAL THERAPY may use and disclose medical information to leave you a message or send you a letter concerning an appointment or to ask you to call concerning your care or your account. COMPREHENSIVE PHYSICAL THERAPY will use the contact information that you provide.

## **Individuals Involved in Your/ Your Childs Care**

COMPREHENSIVE PHYSICAL THERAPY may disclose medical information about you/your child to a friend or family member who is involved in your/ your child's medical care, unless you object. You can object to these disclosures by notifying COMPREHENSIVE PHYSICAL THERAPY in writing that you do not wish any or all individuals involved in your/ your child's care to receive this information. If you are not present or cannot agree or object, COMPREHENSIVE PHYSICAL THERAPY will use our professional judgment to decide whether it is in your/ your child's best interest to disclose relevant information to someone who is involved in your/ your child's care.

## **Uses and Disclosures of Protected Health Information Requiring Your Permission**

In some circumstances, you have the opportunity to agree or object to the use or disclosure of all or part of your protected health information. Please notify our office in writing if you do not want your protected health information to be discussed with those present during the session. If your child receives therapy at our office the therapist may discretely share your progress in the waiting room in front of other patients. If you do not wish to have your progress shared in the waiting room, please notify our office in writing.

## **Your Rights Regarding Your Health Information**

You may exercise the following rights by submitting a written request to the COMPREHENSIVE PHYSICAL THERAPY office.

You may inspect and obtain a copy of your protected health information that we keep as a part of medical and billing records.

You may ask us not to use or disclose any part of your health information for treatment, payment, or health care operations. Your request must be made in writing. This request will be honored if we mutually agree that the restriction will not harm your child.

You may request that we communicate with you using alternative means or at an alternative location. We will not ask you the reason for your request.

We will accommodate reasonable requests, when possible.

If you believe that the information we have about you or your child is incorrect or incomplete, you may request an amendment to your protected health information as long as we are responsible for and maintain this information.

## **Federal Privacy Laws**

This Notice of Privacy Practices is provided to you as a requirement of the Health Insurance Portability and Accountability Act (HIPAA). There are several other privacy laws that also apply including the Freedom of Information Act and the Privacy Act. These laws have been taken into consideration in developing our policies and this notice of how we will use and disclose your protected information.

## **Changes to the Notice of Privacy Practices**

COMPREHENSIVE PHYSICAL THERAPY reserves the right to change this notice. COMPREHENSIVE PHYSICAL THERAPY reserves the right to make the revised or changed notice effective for medical information already held about you as well as any information received in the future. COMPREHENSIVE PHYSICAL THERAPY will post a copy of the current notice in the office. The notice will remain in effect for each subsequent visit unless changed. If the notice changes, a copy will be available to you upon request.

## **Questions and Complaints**

If you have any questions about this notice, please contact the Privacy Officer at (570) 785-2018. To notify our office in writing of a request please mail to the following: Privacy Officer, COMPREHENSIVE PHYSICAL THERAPY, 354 Main St, Forest City PA, 18421-1418. If you have a complaint about your privacy rights, you may file a written complaint with this office or with the Secretary of the United States Department of Health and Human Services. To file a complaint with our office, contact our Privacy Officer at (570) 785-2018. You will not be penalized for filing a complaint.

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Signed By

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Date

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**STUDENT PARTICIPATION AGREEMENT**

COMPREHENSIVE PHYSICAL THERAPY strives to provide quality treatment services for you and/or your child. Part of providing quality treatment is supervising students in direct delivery of physical therapy and occupational services. Their participation during treatment sessions prepare them for the workplace.

We are currently affiliated with multiple colleges and universities for practicum placements. These students are being educated to develop as professionals, including physical therapists, physical therapist assistants, occupational therapists and occupational therapist assistants. We would like your permission to allow the students direct supervised contact during you and/or your child's therapy sessions. All students sign a confidentiality agreement indicating they will keep the information they encounter at COMPREHENSIVE PHYSICAL THERAPY in the strictest of confidence.

Please feel free to ask any questions regarding this policy.

I agree to the student participation agreement.

\_\_\_\_\_  
Signed By

\_\_\_\_\_  
Date