

Important Company Policies for a Successful Relationship

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

Initial
All
Boxes

Payment/Copays Are Due Upon Arrival

Please be sure to bring some form of payment such as cash, checkbook, or credit card (VISA, MC, Discover) when you come in for your appointment. You should have been advised of your financial obligation for your treatment. It costs THR and you the patient extra time and extra money when we don't collect these fees up front. There may be a minimal additional fee should we have to send a bill to you for up-front monies such as copays.

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 1128A(a)(5) of the Health Insurance Portability and Accountability Act of 1996 [section 231(h) of HIPAA]. Exceptional cases do apply. Office of Inspector General, Department of Health and Human Services phone number 202-619-1343.

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.

No-Shows Are Bad For Everyone, 24-Hour Advance Notice Fee

If you wish to change or cancel an appointment, we require a minimum **24-hour advance notice**. Anything less may result in a **\$10 fee** charged to your account. It costs us money to make appointments available to you and advance notice allows someone else time to reserve it in place of you. We don't charge you the actual cost for that appointment but rather a mere \$10 fee. We do NOT make money with this charge. It is only to act as a deterrent from making last minute changes. If you fail to show up for an appointment without advance notice, all future appointments will be removed and a **\$10 fee** will be charged to your account. You may re-schedule your appointments again on a "first come, first serve" basis. Also, please arrive to your appointments on time. We schedule patients to make sure that every patient receives quality care and both being late for appointments and not showing up for appointments hinder that process. Please be courteous and responsible. Thank you.

Cell Phones Must Be Shut Off Or Silent

We realize emergencies may arise and therefore you may carry and use your cell phone SILENTLY during your treatment. Please be courteous to our other patients and do not talk on your cell phone during your treatment session. Thank you.

Children Requiring Supervision Are NOT Allowed To Attend Sessions With You

Your facility does not offer child care services. Therefore, 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 to your session. 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.

We Are Not Responsible For Your Personal Belongings

We are not responsible for watching your personal belongings nor are we responsible for lost or stolen items. We have a coat closet and a key rack for your convenience.

Courtesy Van Service

Free transportation is provided for our patients who cannot get to their appointments on their own due to not being able to drive for medical reasons. If you can drive and do have a vehicle, please bring yourself to your appointment so that we can provide this service to our patients who truly need it. If you abuse this privilege by frequent last minute cancellations or by not showing up, your access to this free service may be discontinued.

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

X

Signature of Patient, Parent, or Legal Guardian

Date _____