



Please fill out all forms completely – all information applies to your care.

Patient's First name _____ MI _____ Last name _____
Mailing address _____ City _____ State ____ Zip _____
Email _____ Marital Status single married divorced widowed
Home phone _____ Cell _____ Work _____
Birth date ____/____/____ Age _____ Sex (M/F) _____ Social Security # _____
Employment: full-time part time not currently working retired student
Employer Name _____
Employer Address _____
Emergency Contact & phone _____

If the patient is under age 21, please fill out the information below:

Guarantor name _____ Phone _____
Address (if different from patient) _____

Please fully answer the following questions about the reason you are here today

Referring physician _____ Office Location _____ Phone _____
(REQUIRED)
Primary Physician _____ Office Location _____ Phone _____
Next appointment with your Referring MD _____ Next Appointment with your Primary MD _____

Is the condition that brought you here today related to: (check any that apply)

Work Injury Auto Accident Sport related injury Surgery Other _____

Injury/Accident/ Surgery - Onset date _____ **Date that you first consulted physician** _____

Are you currently being seen by any of the following?

(Please check all that apply) Chiropractor Osteopath Occupational therapist Speech therapist Physical Therapist

If so, for what reason? _____

Have you been seen by a physical therapist or chiropractor for any condition within the last 12 months? Yes No

-If yes, where were you seen? _____

-Were you seen for the same condition that brought you here today? Yes No

- If no, what were you seen for? _____

Are you getting Home Health? Yes No

Are you involved in a lawsuit and is there now or will there be an attorney involved in this case? Yes No

Attorney name and address _____

By signing below, I certify that I have answered the above questions truthfully and to the best of my knowledge.

Patient Signature (parent/guardian if under 21) Printed Name Date



INSURANCE INFORMATION – Please complete the following information in its entirety.

Primary Insurance Company _____ Policy Holder’s Name _____

Your relationship to policy holder _____ Policy Holder's Date of Birth _____

Social Security Number _____ Policy Holder's Employer Name _____

Policy Holder Employer's address _____

*****CPTC does not accept assignment from a secondary insurance unless Medicare is your primary insurance. We will gladly submit a claim to your secondary insurance but any payment not made by your secondary insurance will be your full responsibility.*****

Secondary Insurance Company _____ Policy Holder’s Name _____

Your relationship to policy holder _____ Policy Holder's Date of Birth _____

Social Security Number _____ Policy Holder's Employer Name _____

Policy Holder Employer's address _____

MOTOR VEHICLE ACCIDENT PATIENTS

Per IL state law, we **ARE NOT ALLOWED** to accept assignment from or bill an automobile insurance company and we **DO NOT** wait until settlement for payment. In such cases, you may use your personal health insurance, but they reserve the right to deny payment if another insurance company, even an auto insurance company, is responsible for payment. Your health insurance company may also retract payments at any time if another party is found liable for damages. Either way, the full cost of your medical care with us is your responsibility on each date of service. We will (upon your request) provide you with the appropriate records to file your claims.

RELEASE OF MEDICAL INFORMATION

Some health insurance and workman’s compensation companies require progress notes and/or reevaluations to continue treatment or to prove medical necessity for billing purposes. By signing below, you authorize this clinic to release all medical records required to these parties to facilitate the continuation of treatment and/or the collection of payments. If a copy of your chart is required for any other reason, you must fill out a separate Release of Medical Information sheet. There may be charges associated with the copying and distribution of records in this case for which you will be responsible.

CONSENT FOR TREATMENT

While your physician has referred you to therapy for a certain number of visits or duration of treatment, your physical therapist must meet specific insurance requirements that may change the visit duration. Your therapist and our Patient Representative will educate you on your treatment plan, any precautions, and will work with you to determine mutual goals of physical therapy. Your progress and results will be monitored and your treatment and home program will be updated as necessary to achieve optimal functional ability.

By signing below, I give full consent for Cadence Physical Therapy Co to provide evaluation and therapeutic treatment procedures as prescribed by my physical therapist and physician. **I understand that my progress in physical therapy is dependent upon my attending the prescribed appointments and participation in a home exercise program.** I have provided Cadence Physical Therapy Co with correct information regarding my health history and insurance benefits. I authorize Cadence Physical Therapy Co to bill my insurance company for services rendered and accept payment from then directly on my behalf.

Patient Signature (Parent/guardian if pt under 18)

Patient Name (printed)

Date

Parent/Guardian Name (printed)

Witness



HOW WOULD YOU LIKE OUR PATIENT REPRESENTATIVE TO CONTACT YOU?

- Phone: _____ (please provide the number to best reach you by)
- Email: _____ (please provide an email address that you check at least weekly)

Please tell us how you heard about Cadence Physical Therapy Co.

- My physician **specifically recommended Cadence Physical Therapy Co.**
- Insurance participation book / recommended by insurance carrier
- Physician gave you a list of local PT practices and we were most convenient
- A friend, relative, or neighbor referred you to us - **Name** _____
- Phone book listing
- Web page information / Internet Search Engine
- Other: _____

General Patient Information

- Patients are responsible for providing prescriptions and insurance referrals on the first date of treatment. In order to bill an insurance company we require a "prescription" to initiate treatment and care.
- Insurance claims are filed by our office weekly.
- All Primary Care referrals and authorizations are the patient's responsibility and must be received before treatment can begin. If any additional referrals or authorizations are needed throughout the course of treatment, they are also your responsibility although we are happy to assist you in this ac on.
- **CHILDREN ARE NOT ALLOWED IN THE TREATMENT AREA.** Any child brought to the facility **MUST** stay in the waiting room and **MUST** be supervised by an adult at all times. Children are prohibited in the fitness and treatment area unless they are a patient. We are **NOT** responsible for supervising children at any time.

At Cadence Physical Therapy Co, we want you to get the most out of your physical therapy visits. Your physical therapist has recommended a specific number of visits per week for your program. Studies have shown that patients who adhere to their physical therapy plan of care increase their ability to have success from physical therapy by 93%. Even one missed visit can significantly decrease your success and result in a more chronic problem. We strongly stress the importance of keeping all scheduled appointments to achieve your personal physical therapy goals.

Please read the following policy to better help us, help you.

1. We require that you cancel any appointment that you cannot make with 24 hours notice. We will get you rescheduled at that time.
2. While we understand that illness can strike at anytime, repeated cancellation for illness without 24 hours notice will not be an accepted excuse for untimely notice.
3. For all appointments, we expect that you will arrive on time, dressed for your session, and ready to begin at your scheduled treatment time.
4. While traffic can be unpredictable, we expect that you will call us immediately if you are running late for your scheduled appointment so we can be prepared for your late arrival.
5. Please also be aware that if you are late for your appointment, you are missing the time that we have specifically scheduled for your care and we cannot guarantee that we will be able to provide you with your full treatment as we have reserved the appointment time following yours for someone else. Chronically late patients will be asked to change their appointment times.
6. **Please note, we charge a \$100 missed visit fee for no-shows and cancellations with less than 24 hours. This amount is your responsibility as insurance will not cover a missed visit fee.**

By signing below I acknowledge that I have read and understand the information written above to include Cadence Physical Therapy Co's patient cancellation and scheduling policy. I have been informed of the no-show/cancellation policy and understand that should I incur such a charge, I am responsible for payment.

I accept the terms of this agreement.

Patient Signature (Parent/guardian if pt under 18)

Patient Name (printed)

Date

Parent/Guardian Name (printed)

Witness



FINANCIAL POLICY

At Cadence Physical Therapy Co, our patients' care is our primary concern. **In order to avoid any miscommunication, we would like you to review the following financial policy.** We encourage you to come to us without hesitation regarding any questions or concerns you may have. **Please read each part of this agreement and initial on each of the provided lines:**

____As a courtesy to you, we will verify your insurance benefits and eligibility prior to your evaluation. At initial visit, we will inform you of the benefits information we have received from your insurance company and provide you with a written copy of your benefits. Please be aware, it is your responsibility to verify your own insurance benefits information. We will assume no responsibility for errors made by your insurance carrier and assuring payment is ultimately your responsibility.

____If your insurance company requests further information **from you**, it is **your responsibility** to complete the request immediately. If you do not complete their request and they deny payment, you are responsible for the billed amount for all denied services.

____If your insurance company denies payment for services because you are beyond your yearly max visits or allowed amount or for not meeting medical necessity, you will be fully responsible for payment for services rendered.

____**If your address, phone, or insurance change during your care, it is your responsibility to immediately inform Cadence Physical Therapy Co staff. If you fail to inform us of changes, you will be responsible for the full cost of any denied claims or late fees.**

____**Payment is expected at the time of service.** Failure to do so could result in a late payment fee for which you are responsible.

____**With the exception of Medicare, we do not accept assignment from secondary insurances.** In the event that you have a secondary insurance we would be happy to file the necessary claim forms for your secondary insurance however any payment not made by your secondary insurance will be your responsibility. For all Medicare patients, the secondary claim is submitted automatically on your behalf.

____If your address changes during care or before you have completed payment on your account it is imperative that you notify us immediately of any changes. This will help you avoid late payment charges and potential court fees.

____**If you do not have health insurance or wish to pay privately for your care, please speak with our billing representative today. We will work with you to set up a payment plan.**

____**We do not wait for lawsuits to settle for payment.** If you are involved in a lawsuit related to your injury, we expect payment at the time of services. We will gladly assist you in setting up a payment plan but full payment is expected and is your responsibility.

____There is a \$25-\$50 charge for returned checks depending upon bank fees.

____If your account becomes inactive (meaning you have not made a payment for 30 days or more), we will add a non-negotiable \$25 late fee to your account.

____If your account remains inactive for 60 days, we will apply an additional \$50 late fee to your account.

____If your account remains unpaid, either in part or in full, for 90 or more days you will receive a subpoena demanding your appearance in small claims court or we will send your account to collections. There is an additional \$125 fee for these costs. These costs will be applied to your account and will be your responsibility.

____**As a courtesy to you, we will set up payment plans if needed.** Please ask to speak to our Billing Representative to set up a payment plan on your account to allow you to pay for your care over a longer period of time. If you have not set up a payment plan then payment is due at the time of treatment. Payment plans do not decrease the amount owed for your care – just allow you to pay over time.

By signing below, I acknowledge that I have read and understand Cadence Physical Therapy Co's financial policy and I agree to the terms there above. I understand that medical insurance claims will be filed on my behalf and by signing below I agree to such billing. I authorize my insurance company to remit payment for therapy services to Cadence Physical Therapy Co at the address listed on the claims. I also authorize the release to my insurance company any medical information necessary to process my claims for payment. **I understand that if my insurance company denies payment for any reason, I am responsible for payment for services rendered at Cadence Physical Therapy Co.** I accept all terms of this agreement.

Patient Signature (Parent/guardian if pt under 18)

Patient Name (printed)

Date

Parent/Guardian Name (printed)

Witness



CADENCE PHYSICAL THERAPY CO- HEALTH INFORMATION PRIVACY PROTECTION ACT

WE ARE COMMITTED TO YOUR PRIVACY - Our practice is dedicated to maintaining the privacy of your individual and identifiable information. During the course of your business with us, it will be necessary for us to share aspects of your care and health insurance with specific parties. Federal law prohibits us from doing this without your consent. We are required by law to maintain the confidentiality (of health insurance information that identifies you) from parties other than yourself and your insurance company. We are also required by law to inform you of the parties who may have access to your medical information. This process may include the collection of such information as: your full legal name, home / mailing address, date of birth, social security number, insurance identification numbers, treatment for other related and previous conditions, etc. Please trust that this information will be treated in the safest of manners and will not be shared or disclosed unless as otherwise noted below. This information is never shared with any party outside our facility without your written consent except as noted below and will only be accessed by our staff in order to facilitate your care and or payment for our services.

WE WILL COLLECT INFORMATION FOR MANY PURPOSES - Each time you visit our practice a record will be maintained of specific information regarding the particulars of that session. This information may include (but is not limited to): medical record maintenance, treatment that was provided, subjective information you provided us regarding your state of being and the state of the condition, assessment information related to the progression of your condition, billing information, communication with insurance companies etc. When communication is made with your insurance company we will maintain a record of these communications either in your medical record or billing record.

HOW MAY WE USE AND DISCLOSE YOUR HEALTH INFORMATION

FOR TREATMENT: We will collect subjective and objective data about you that will be used for your treatment. As part of your care, we may disclose information about your treatment to your referring provider, your insurance company, or anyone else who is directly connected with the treatment of this condition. This information may be provided in verbal and / or written format. It will only be provided in the event that these parties can identify you with three specific criteria.

FOR PAYMENT - We may disclose information about your treatment and services to bill and collect from you, your insurance company or a third party payer related to your insurance company (i.e.: payment management company or a Health Savings Reimbursement Account). This may involve our disclosing information about past and expected future services that have been or will be provided by our facility for this current condition.

FOR HEALTH CARE OPERATIONS AND PERFORMANCE IMPROVEMENT - We may use information in your record to help us improve your care as well as the care of other individuals with similar conditions. This may also include the training of new staff within our facility. In this case, no specific information regarding your identity will be utilized.

INDIVIDUALS INVOLVED IN YOUR CARE - We may disclose information about you to friends and family members who are involved in your medical care or who help to pay for care. In these cases the information released is restricted to those individuals who provide proof of their ability to obtain said information.

I hereby give Cadence Physical Therapy Co staff permission to release my medical information to the following person/persons: _____

STATE-SPECIFIC REQUIREMENTS - Many states have requirements for reporting including population based activities related to improving health and reducing health care costs.

WHAT ARE YOUR HEALTH INFORMATION RIGHTS

INSPECT AND COPY - You have the right to inspect your medical record and request a copy at any time. By law, we may deny your right to view or copy this record in certain limited circumstances and in such a case would need to supply you a written denial within 7 days of your request. In this event you may submit a formal letter of appeal to the State Board of Medicine and they will assign an independent third party whose decision would be final.

AMEND - If you feel that information that we have about you is incorrect or incomplete, you have the right to ask us to amend the information. Such a request would need to be submitted in writing to our Director of Medical Records and must state the information to be changed and the purpose for making said change. We do have the right to deny this request and would be required to inform you in writing of our decision to not make the requested amendment.

REQUEST RESTRICTIONS - You have the right to request a restriction or limitation on the health information we use or disclose about you. Please keep in mind that such a request may alter or affect your treatment outcomes or financial responsibility as related to this condition. THIS INFORMATION MUST BE NOTED IN THIS SECTION AT THIS TIME. In order for any change in this restriction to occur, a new and overriding HIPPA agreement must be filed with our office.

PLEASE LIST HERE ANY PARTY / PARTIES THAT YOU DO NOT WANT TO HAVE ACCESS TO YOUR MEDICAL RECORD OR INFORMATION: _____

RECEIVE A PAPER COPY OF THIS NOTICE - You have the right to verbally request a copy of this written notice at any time.

CHANGES TO THIS NOTICE - We reserve the right to change this notice at any time. The revised or changed notice will be effective for the information that we have on hand as well as any information that we receive in the future. The revised notice would be made available to you immediately upon its release and would ultimately be binding over any previous release.

COMPLAINTS - If you believe your privacy rights have been violated you have the following options: (these must be completed in the order listed)
Contact our office right away

Phone: 847-378-4970

Writing: Cadence Physical Therapy Co, 1691 Weiland Rd, Buffalo Grove, Illinois 60089

Inform the Office Manager of your complaint. Request a written summary of your conversation with the Office Manager as well as a written summary of his/her proposed solution to your complaint. If you feel that your complaints were not handled accordingly, you may contact the **Illinois Division of Professional Regulation at 312-814-6910.**

By signing below, I acknowledge that I have read, understand, and fully agree with all the information written in Cadence Physical Therapy’s HIPPA policy and am willing to abide by all said statements.

Patient Name (printed)

Date

Patient Signature (parent/guardian if patient is under 18)

Parent/ Guardian Name (printed) - (if patient under 18)



No-Show / Same-day Cancellation Policy

At Cadence Physical Therapy Co, it is our goal to help you get the most out of your physical therapy visits. Your physical therapist will provide you with your plan for care during the evaluation appointment and will inform you of the required number of visits to help you meet your goals. A recently published study found that patients who attend all of their physical therapy visits are 93% more likely to recover from injury whereas those that miss even one visit have a lower potential for recovery. It is extremely important that you attend your scheduled appointments.

Our schedule is very full and certain time slots are not always available for patients who need them. If you need to cancel or change a scheduled appointment, for any reason, we require a day's notice of the cancellation. When you call we will assist you in rescheduling this appointment because helping you recover is very important to our team.

Please read our policy and sign at the bottom indicating you understand our same-day cancellation / no-show policy.

1. As experts, we know that **you will not get better if you do not attend your appointments**. When you call to cancel an appointment, have your schedule ready as we will reschedule you right away.
2. While we understand that illness can strike at anytime, repeated cancellations for illness without 24 hours' notice will not be an accepted excuse for late notice. If you are ill, providing at least a days' notice will allow us to help someone else and will help you avoid our missed visit fee.
3. For all appointments, we expect that you will arrive on time, dressed for your session, and ready to begin at your scheduled treatment time.
4. While traffic can be unpredictable, we need you to call us immediately if you're running late for your scheduled appointment, so we can be prepared for your late arrival.
5. Please also be aware that if you are late for your appointment, you are missing the time that we have specifically scheduled for your care and we cannot guarantee that we will be able to provide you with your full treatment as we have reserved the appointment time following yours for someone else. Chronically late patients will be asked to change their appointment times.
6. Please note: when you need to change or cancel an appointment, we need 24 hours' notice so we have enough me to help someone else who needs that appointment me. Same-day cancellations or no-shows are not permitted and there is a **\$100 missed visit fee if you do not provide at least a days' notice of your appointment change or cancellation**. **This is your responsibility as insurance will not cover it**. To avoid our missed visit fee, call our office during business hours - at least a day in advance for any appointment changes or cancellations. This will allow us to reschedule you for another time and help other patients get the care they need by offering that appointment time.

Thank you for reviewing this policy. Please sign and return the signed copy and keep the second copy for your records.

We look forward to working with you to meet your physical therapy goals.

Dr. Nelli Ban, PT, DPT

**Owner
Cadence Physical Therapy Co**

I have read this policy and by signing below I am indicating that I understand and will adhere to this policy.

Patient Signature

Patient Name

Date



PATIENT COPY

No-Show / Same-day Cancellation Policy

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Patient Signature

Patient Name

Date