

WELCOME TO ORTHOCARE PHYSICAL THERAPY CENTER

Hello there,

Thank you for choosing Orthocare Physical Therapy Center to meet your Physical Therapy needs.

In this packet, you will find key information and forms. Here, you will also get answers to some FAQs so that we can make each of your PT visit a success. Of course, if you have additional questions, we are always happy to answer them and help!

The Forms

As a new patient, we require you to complete some basic paperwork. Please review these documents thoroughly and complete them as accurately as possible:

- New Patient Registration Form – this has some basic information about yourself as well as your insurance. This form will help us learn more about you and also make sure that all the insurance claims are processed accurately and on time. No one wants likes to be stuck with an unexpected/unpaid bill!.
- Patient Health Questionnaire – this form will give us an insight on your current health status. During the initial assessment, our Doctor of Physical Therapy will review this information with you to ensure the most comprehensive care possible.
- Policy and Consent Forms – our “Attendance policy” and “Notice of privacy practice forms” should answer your queries about: PT attendance requirements as well as about: what, why, how, and when your personal health information is used. Both of these forms need to be reviewed and signed before initiating any care.

Helpful Information

- A valid prescription and/or referral from your physician maybe required for all your therapy visits. Please contact our office for further confirmation.
- Your first visit will include a thorough evaluation and plan for treatment. Please allow about 1.5 hours for this first visit. Come dressed in comfortable clothing (something you would wear for exercising).
- Documentation - Your therapist will send a copy of the evaluation findings to your referring physician. Throughout the course of your treatment, your physical therapist will also attempt to proactively maintain appropriate contact with the physician. Please keep your therapist informed about any upcoming visits with the doctors so they can send updated progress reports as appropriate.



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- Insurance coverage - Before initiating PT, we will contact your primary insurance company to verify eligibility for PT. However, we highly recommend that you also contact your insurance company separately to confirm said coverage.
- Payments - Co-payments, if applicable, and coinsurance balances are due at the time of each visit. These balances are estimated based on your individual insurance policy and coverage. Please be prepared to make this payment at each visit. We gladly accept payments in form of cash, checks, as well as credit cards. Please review the financial policy outlined in the registration packet for further details.
- Secondary insurance – Please note that we do not file secondary insurance claims unless Medicare is your primary insurance.
- Attendance - Please see our attendance policy for further details on “no-shows”, “cancellations”, and “rescheduling” policies.
- Request for copies of medical records - There is a MINIMUM charge of \$10.00 for a copy of your Medical Records. Additional per page fee may apply.
- Motor vehicle accident - If your therapy visits are a result of a motor vehicle accident or personal liability claim, please be aware that we do not participate in third party claims. If your health insurance doesn't cover your complete charges, you are responsible to pay at the time of each visit.
- Feedback - We appreciate and welcome constructive criticism. We would love to hear your feedback – whether positive or negative - anything we can do to make things better!