

Aberdeen Physical Therapy & Wellness, LLC

PATIENT PRIVACY AND PROCEDURE STATEMENT

Aberdeen Physical Therapy & Wellness, LLC maintains compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy regulations passed into law on December 20, 2000.

Our clinical and front office staff uses patient information to ensure quality care and appropriate billing for services.

You may correct, amend, access and request a copy of your medical record and access history by signing a letter for release of your medical information. The cost for copies of medical records is in accordance with state law.

We protect all patient information within the guidelines provided by federal, state, and local government.

If you have a grievance pertaining to the privacy of medical records or wish to inquire further about how our facility manages patient information, please contact our Privacy Officer at 910-944-1169.

FINANCIAL POLICY STATEMENT

Please be aware you are responsible for the entire bill when services are rendered, however, we will bill your insurance carrier or other provider of medical benefits as a courtesy to you. Required co-payments and co-insurances are to be made at the time services are rendered. If your medical benefits are not paid within ninety (90) days, the balance will be due in full from you.

If you are a Worker's Compensation patient the above policy does not apply to you. However you may be responsible for your charges if your Worker's Compensation claim is controverted.

If you fail to make timely payment for any amount for which you are responsible, you will additionally be responsible for all costs of collection, including collection agency fees.

I have read the above information and/or it has been explained to me and I accept the terms and conditions of the above and will be responsible for the payment of my account.

Cancellation/Missed Appointment Policy

Our goal is to provide quality medical care in a timely manner. In order to do so, we have had to implement an appointment/cancellation policy. This policy enables us to better utilize available appointments for our patients in need of medical care.

Cancellation of an Appointment:

In order to be respectful of the medical needs of other patients, please be courteous and call Aberdeen Physical Therapy promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance, and calling early in the day is appreciated. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

How to Cancel Your Appointment:

To cancel appointments, please call 910-944-1169.

Late Cancellations:

Late cancellations will be considered as a "no-show".

No-Show Policy

A "no-show" is someone who misses an appointment without cancelling it in an adequate manner. "No-shows" inconvenience those individuals who need access to medical care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in the patient's chart as a "no-show". The first time there is a "no-show", there will be no charge to the patient. Any additional "no-show" will result in a fee of \$25.00 billed to the patient's account. This amount will not be covered by insurance and will be patient responsibility.

NON COVERED SERVICES

Some services that we provide may not be covered by your insurance company. If this is the case, you will be notified in advance at which point you may decline the service or make financial arrangements with our office for payment.

We accept cash, checks, Visa, Mastercard, and Discover as payment options.

Signature: _____ **Date:** _____