



# QUALITY CARE

## CHIROPRACTIC AND WELLNESS

### Patient Information

Full Name: \_\_\_\_\_ Date: \_\_\_\_\_  
*First M.I. Last*

Gender: Male Female Unknown Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_  
*Street Address Apartment/Unit #*

\_\_\_\_\_  
*City State ZIP Code*

Phone: \_\_\_\_\_ Email \_\_\_\_\_

Reminder Preference  Phone  Text  Email

Race: \_\_\_\_\_ Ethnicity:  Caucasian  Hispanic  \_\_\_\_\_ Language:  English  \_\_\_\_\_

Primary Care Provider: \_\_\_\_\_ Vision Impaired?  Yes  No Hearing Impaired?  Yes  No

Marital Status:  Single  Married  Separated  Divorced  Widowed

Spouse's Name: \_\_\_\_\_ Spouse's DOB: \_\_\_\_\_

\*Did anyone refer you to our office? No Yes — Who may we thank? \_\_\_\_\_

**INSURANCE COVERAGE** \*Do you have  Insurance  AFLAC  Colonial  Combined No Yes

\*Is this condition due to an injury from  Work  Vehicle Collision No Yes

**Please provide a COPY of Insurance Card(s)**

#### Financial Responsibility

I agree to be financially responsible for all charges incurred at this clinic including my insurance deductible, co-payment and any services rejected by my insurance company. I have read all the information on this sheet and have completed the above answers. I certify this information to be true and correct to the best of my knowledge. I will notify you of any changes in my health status or the above information.

\_\_\_\_\_  
Signature/Parent of Minor/Guardian

\_\_\_\_\_  
Date

#### Assignment

I hereby instruct and direct my insurance company to pay by check made out and mailed directly to this clinic the professional or medical expense benefits allowable, and otherwise payable to me under my current insurance policy as payment toward the total charges for professional services rendered by this clinic.

\_\_\_\_\_  
Signature/Parent of Minor/Guardian

\_\_\_\_\_  
Date

#### Minor Consent Form

I, \_\_\_\_\_, give my permission for Dr. Joshua Thiede D.C. to treat my son/daughter \_\_\_\_\_. I also agree to X-rays if the Doctor feels they are necessary.

\_\_\_\_\_  
Signature/Parent of Minor/Guardian

\_\_\_\_\_  
Date

## History

**My problem has occurred as a result of:**

**My symptoms or problem began on:**

- I don't know what could have caused my problem.
- My problem developed gradually over a period of time.

**I have had this problem before (# of times it has occurred):**

- I have not experienced this problem before.

**The reason I delayed in seeking care from the time my problem began until now was due to:**

**Since my injury, I have missed work or school:**

\_\_\_\_\_ days  
\_\_\_\_\_ weeks  
\_\_\_\_\_ months  
\_\_\_\_\_ years

- Since the accident

**What did you try on your own to help your problem?**

- I didn't try to help my pain by doing anything on my own (i.e., taking drugs, stretching, heat, etc.).
- I tried to help my pain by:

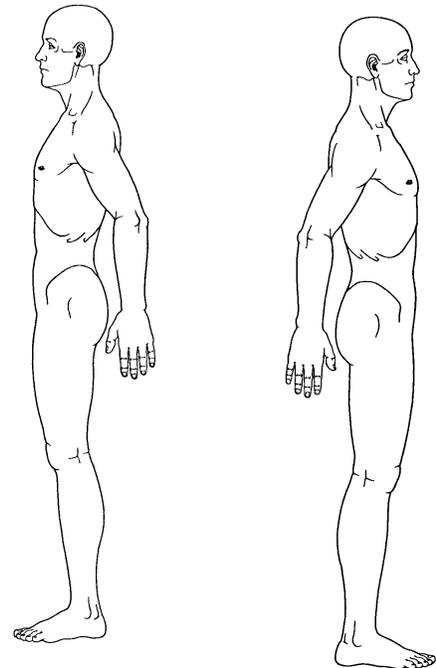
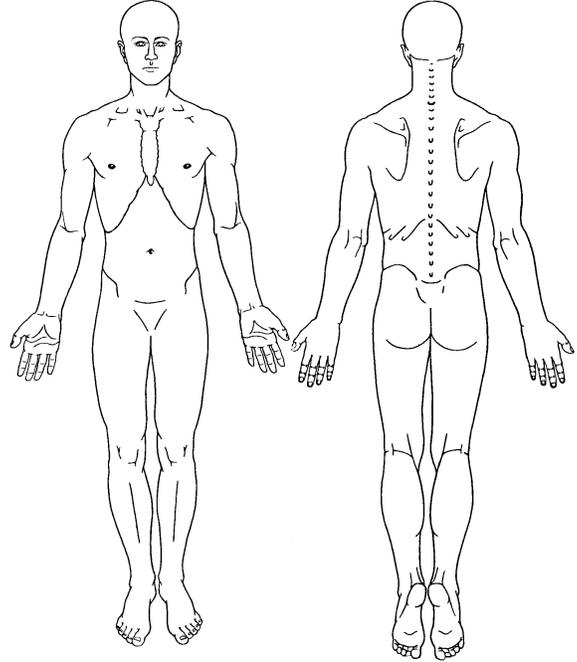
**Who are the health care providers you have seen in the past?**

- I have been to this office in the past for treatment.
- I have seen a previous healthcare provider for this problem.
- I have not seen a healthcare provider for this condition.
- I currently do not have a primary care provider.
- What are the names of the health care providers you have seen and the dates you saw them last:

**I have had the following prior treatment in the past:**

- Past surgery
- Chiropractic care
- OTC meds
- Prescription meds
- Injections
- Physical therapy
- Massage
- Describe the prior treatment you have had in the past:

**The reason I am seeking care is for (select locations):**



**Please select the numbers from the drop-downs that best describe your pain overall:**

INTENSITY: (No Pain) 0 1 2 3 4 5 6 7 8 9 10 (Worst Possible Pain)

FREQUENCY: Pain Present 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100% of the time

**My pain is relieved by:**

- chiropractic care
- antacids
- bowel movement
- lying still
- taking a deep breath
- taking a short nap
- painkillers
- sleep
- taking Ibuprofen or Tylenol
- exercising
- resting
- sitting

**My pain is:**

- constant
- aching
- intermittent
- radiating
- sharp
- throbbing
- numbness
- tingling
- burning
- tight
- nausea
- vomiting
- visual disturbance
- altered hearing
- ringing in ears
- loss of balance
- Other:

**My pain is aggravated by:**

- Walking
- Stress
- Running
- Exercising
- Lifting Weight
- Jogging
- Climbing Stairs
- Bending Forward
- Bending Backwards
- Looking Up
- Looking Down
- Repetitious Movement
- Emotional Upset
- Flashing Lights
- Lifting Boxes
- Bowel movements

**Current Prescription Medications**

Name of Prescription	Dose (mg, ML)	Form (Tablet or Capsule)	Duration (times/day)

Allergies: None Drug Allergies: \_\_\_\_\_

Food Allergies: \_\_\_\_\_ Other Allergies: \_\_\_\_\_

**Family Health History**

What is the medical history of the following family members?

Mother: \_\_\_\_\_ Father: \_\_\_\_\_ Sister #1: \_\_\_\_\_  
Sister #2: \_\_\_\_\_ Brother #1: \_\_\_\_\_ Brother #2: \_\_\_\_\_

**Social Health History**

Are you a student? Yes No Occupation: \_\_\_\_\_

Consume Caffeine? Yes No Consume Alcohol? Yes No Do you exercise? Yes No

Do you Smoke? Yes No Hobbies or Activities: \_\_\_\_\_

**Past Medical History**

Any past surgeries or hospitalizations? \_\_\_\_\_

\_\_\_\_\_

Female: Pregnant? Yes No

**PATIENT REVIEW OF SYSTEMS**

Please check the “**current**” box for all conditions that you are now experiencing and mark the “**past**” box for any condition or symptom(s) experienced at any time in your life. Please do not write in the spaces marked “**Doctor’s Notes Only**”.

	Current	Past	Doctor’s Notes Only		Current	Past	Doctor’s Notes Only
<b>GENERAL</b>				<b>LUNGS</b>			
Fever	<input type="checkbox"/>	<input type="checkbox"/>		Difficulty breathing	<input type="checkbox"/>	<input type="checkbox"/>	
Sweats	<input type="checkbox"/>	<input type="checkbox"/>		Asthma	<input type="checkbox"/>	<input type="checkbox"/>	
Chills	<input type="checkbox"/>	<input type="checkbox"/>		Pneumonia	<input type="checkbox"/>	<input type="checkbox"/>	
Fatigue	<input type="checkbox"/>	<input type="checkbox"/>		Wheezing	<input type="checkbox"/>	<input type="checkbox"/>	
Weight loss	<input type="checkbox"/>	<input type="checkbox"/>		Persistent cough	<input type="checkbox"/>	<input type="checkbox"/>	
Weight gain	<input type="checkbox"/>	<input type="checkbox"/>		Coughing up phlegm	<input type="checkbox"/>	<input type="checkbox"/>	
Sleep disturbance	<input type="checkbox"/>	<input type="checkbox"/>		Coughing up blood	<input type="checkbox"/>	<input type="checkbox"/>	
Change in routine	<input type="checkbox"/>	<input type="checkbox"/>		Tuberculosis	<input type="checkbox"/>	<input type="checkbox"/>	
<b>HEAD</b>				<b>CARDIOVASCULAR</b>			
Headache	<input type="checkbox"/>	<input type="checkbox"/>		Chest pain	<input type="checkbox"/>	<input type="checkbox"/>	
Dizziness	<input type="checkbox"/>	<input type="checkbox"/>		Palpitations	<input type="checkbox"/>	<input type="checkbox"/>	
Head trauma	<input type="checkbox"/>	<input type="checkbox"/>		Ankle swelling	<input type="checkbox"/>	<input type="checkbox"/>	
Fainting	<input type="checkbox"/>	<input type="checkbox"/>		Cold feet or hands	<input type="checkbox"/>	<input type="checkbox"/>	
Blacking out	<input type="checkbox"/>	<input type="checkbox"/>		Discolored foot/hand	<input type="checkbox"/>	<input type="checkbox"/>	
<b>EYES</b>				<b>G-I SYSTEM</b>			
Change in vision	<input type="checkbox"/>	<input type="checkbox"/>		Gas/Belching	<input type="checkbox"/>	<input type="checkbox"/>	
Glasses/Contacts	<input type="checkbox"/>	<input type="checkbox"/>		Heartburn/Indigestion	<input type="checkbox"/>	<input type="checkbox"/>	
Blurry vision	<input type="checkbox"/>	<input type="checkbox"/>		Ulcers	<input type="checkbox"/>	<input type="checkbox"/>	
Double vision	<input type="checkbox"/>	<input type="checkbox"/>		Vomiting/Nausea	<input type="checkbox"/>	<input type="checkbox"/>	
Cataracts	<input type="checkbox"/>	<input type="checkbox"/>		Abdominal pain	<input type="checkbox"/>	<input type="checkbox"/>	
Sensitive to light	<input type="checkbox"/>	<input type="checkbox"/>		Diarrhea	<input type="checkbox"/>	<input type="checkbox"/>	
Flashes in vision	<input type="checkbox"/>	<input type="checkbox"/>		Constipation	<input type="checkbox"/>	<input type="checkbox"/>	
Spots in vision	<input type="checkbox"/>	<input type="checkbox"/>		Blood in stool	<input type="checkbox"/>	<input type="checkbox"/>	
<b>ENT</b>				<b>G-U SYSTEM</b>			
Ringing in ears	<input type="checkbox"/>	<input type="checkbox"/>		Bed wetting	<input type="checkbox"/>	<input type="checkbox"/>	
Frequent infection	<input type="checkbox"/>	<input type="checkbox"/>		Difficulty/Pain urinating	<input type="checkbox"/>	<input type="checkbox"/>	
Hearing loss	<input type="checkbox"/>	<input type="checkbox"/>		Blood in urine	<input type="checkbox"/>	<input type="checkbox"/>	
Drainage	<input type="checkbox"/>	<input type="checkbox"/>		Incontinence	<input type="checkbox"/>	<input type="checkbox"/>	
Ear pain	<input type="checkbox"/>	<input type="checkbox"/>		Foul odor of urine	<input type="checkbox"/>	<input type="checkbox"/>	
Postnasal drip	<input type="checkbox"/>	<input type="checkbox"/>		Increased urination	<input type="checkbox"/>	<input type="checkbox"/>	
Nosebleeds	<input type="checkbox"/>	<input type="checkbox"/>		Decreased urination	<input type="checkbox"/>	<input type="checkbox"/>	
Sinus problems	<input type="checkbox"/>	<input type="checkbox"/>		Urinary infection	<input type="checkbox"/>	<input type="checkbox"/>	
Bleeding gums	<input type="checkbox"/>	<input type="checkbox"/>		Genital infection	<input type="checkbox"/>	<input type="checkbox"/>	
Cold sores	<input type="checkbox"/>	<input type="checkbox"/>		Kidney stones	<input type="checkbox"/>	<input type="checkbox"/>	
Dentures	<input type="checkbox"/>	<input type="checkbox"/>					
Trouble Swallowing	<input type="checkbox"/>	<input type="checkbox"/>					
Sore throat	<input type="checkbox"/>	<input type="checkbox"/>					
Jaw pain	<input type="checkbox"/>	<input type="checkbox"/>					
Changes in taste	<input type="checkbox"/>	<input type="checkbox"/>					
Swelling	<input type="checkbox"/>	<input type="checkbox"/>					
Dental problems	<input type="checkbox"/>	<input type="checkbox"/>					
Hoarseness	<input type="checkbox"/>	<input type="checkbox"/>					
<b>NECK</b>							
Masses	<input type="checkbox"/>	<input type="checkbox"/>					
Swelling	<input type="checkbox"/>	<input type="checkbox"/>					
Stiffness	<input type="checkbox"/>	<input type="checkbox"/>					

	Doctor's Notes Only	
	Current	Past
<b>PSYCHOLOGIC</b>		
Excessive Stress	<input type="checkbox"/>	<input type="checkbox"/>
Depression	<input type="checkbox"/>	<input type="checkbox"/>
Anxiety	<input type="checkbox"/>	<input type="checkbox"/>
Mood swings	<input type="checkbox"/>	<input type="checkbox"/>
<b>SKIN</b>		
Rash	<input type="checkbox"/>	<input type="checkbox"/>
Bruising	<input type="checkbox"/>	<input type="checkbox"/>
Hair loss	<input type="checkbox"/>	<input type="checkbox"/>
Warts	<input type="checkbox"/>	<input type="checkbox"/>
Brittle nails	<input type="checkbox"/>	<input type="checkbox"/>
Changes in moles	<input type="checkbox"/>	<input type="checkbox"/>
Itching	<input type="checkbox"/>	<input type="checkbox"/>
Peeling	<input type="checkbox"/>	<input type="checkbox"/>
<b>NEUROLOGIC</b>		
Seizures/Epilepsy	<input type="checkbox"/>	<input type="checkbox"/>
Strokes	<input type="checkbox"/>	<input type="checkbox"/>
Tingling sensation	<input type="checkbox"/>	<input type="checkbox"/>
Numbness	<input type="checkbox"/>	<input type="checkbox"/>
Weakness	<input type="checkbox"/>	<input type="checkbox"/>
Difficulty walking	<input type="checkbox"/>	<input type="checkbox"/>
Poor coordination	<input type="checkbox"/>	<input type="checkbox"/>
<b>MUSCLE/BONE</b>		
Joint pain	<input type="checkbox"/>	<input type="checkbox"/>
Stiffness	<input type="checkbox"/>	<input type="checkbox"/>
Muscle ache	<input type="checkbox"/>	<input type="checkbox"/>
Arthritis	<input type="checkbox"/>	<input type="checkbox"/>
Deformity	<input type="checkbox"/>	<input type="checkbox"/>
Bone pain	<input type="checkbox"/>	<input type="checkbox"/>
Fractures	<input type="checkbox"/>	<input type="checkbox"/>
Dislocations	<input type="checkbox"/>	<input type="checkbox"/>

	Doctor's Notes Only	
	Current	Past
<b>MEDICATION</b>		
Prescription medications	<input type="checkbox"/>	<input type="checkbox"/>
Non-prescribed medication	<input type="checkbox"/>	<input type="checkbox"/>
Drug allergies	<input type="checkbox"/>	<input type="checkbox"/>
Recreational drugs	<input type="checkbox"/>	<input type="checkbox"/>
<b>OB GYN – For Females</b>		
Age period began	_____	
Last breast exam	_____	
Last PAP date	_____	
Pregnancy(s)- past	_____	
Pregnancy	<input type="checkbox"/>	<input type="checkbox"/>
Mastectomy	<input type="checkbox"/>	<input type="checkbox"/>
Lumps in breast	<input type="checkbox"/>	<input type="checkbox"/>
Nipple discharge	<input type="checkbox"/>	<input type="checkbox"/>
Hysterectomy	<input type="checkbox"/>	<input type="checkbox"/>
PMS	<input type="checkbox"/>	<input type="checkbox"/>
Irregular periods	<input type="checkbox"/>	<input type="checkbox"/>
Hot flashes	<input type="checkbox"/>	<input type="checkbox"/>
Menstrual cramps	<input type="checkbox"/>	<input type="checkbox"/>
<b>CONDITIONS</b>		
Hypertension	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes	<input type="checkbox"/>	<input type="checkbox"/>
Thyroid condition	<input type="checkbox"/>	<input type="checkbox"/>
Heart condition	<input type="checkbox"/>	<input type="checkbox"/>
Rheumatic arthritis	<input type="checkbox"/>	<input type="checkbox"/>
Rheumatic Fever	<input type="checkbox"/>	<input type="checkbox"/>
Glaucoma	<input type="checkbox"/>	<input type="checkbox"/>
Alcoholism	<input type="checkbox"/>	<input type="checkbox"/>
Cancer / Tumor	<input type="checkbox"/>	<input type="checkbox"/>
Polio	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson's	<input type="checkbox"/>	<input type="checkbox"/>
Multiple Sclerosis	<input type="checkbox"/>	<input type="checkbox"/>
Gout	<input type="checkbox"/>	<input type="checkbox"/>
Anemia	<input type="checkbox"/>	<input type="checkbox"/>
Osteoporosis	<input type="checkbox"/>	<input type="checkbox"/>



# QUALITY CARE

## CHIROPRACTIC AND WELLNESS

### ACKNOWLEDGEMENT OF RECEIPT OF NOTICE OF PRIVACY PRACTICES

Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_

#### Receipt of Notice of Privacy Practices

I acknowledge I have received, or I have been provided the opportunity to receive a copy of Quality Care Chiropractic and Wellness's Notice of Privacy Practices that explains when, where and why my protected health information may be used or shared by Quality Care Chiropractic and Wellness. I may obtain a current copy by contacting Quality Care Chiropractic and Wellness's Privacy/Security Official, or by visiting Quality Care Chiropractic and Wellness's web site at [www.QualityCareChiropractic.org](http://www.QualityCareChiropractic.org)

#### HIPAA Disclosure Authorization(s)

I authorize Quality Care Chiropractic and Wellness to:

Contact me at the following number(s): \_\_\_\_\_

Leave a voice message with me at the following number(s): \_\_\_\_\_

Provide the following person(s) with my protected health information:

Print Name: \_\_\_\_\_ Relationship to Patient/Phone number: \_\_\_\_\_

Print Name: \_\_\_\_\_ Relationship to Patient/Phone number: \_\_\_\_\_

I do not authorize Quality Care Chiropractic and Wellness to disclose my protected health information to anyone other than myself, except as permitted by HIPAA and as described in Quality Care Chiropractic and Wellness's Notice of Privacy Practices.

#### HIPAA Unencrypted Communication Authorizations

Electronic mail (email) and text messaging are common forms of communication and can be utilized to communicate with your physician and your care team. It is important for you to understand that unencrypted email and text messaging are not secure communications. This means there is a potential risk that messages containing your protected health information may be intercepted by a third party. Encryption is the process of making information unreadable unless you have the password or key to decrypt the information. Quality Care Chiropractic and Wellness does not encrypt text messages, and we cannot guarantee that all email messages will be encrypted.

By initialing below and signing this authorization, I understand and accept the conditions outlined above. I authorize Quality Care Chiropractic and Wellness to send unencrypted communications to the email address and/or phone number listed below.

I authorize Quality Care Chiropractic and Wellness to:

Initial \_\_\_\_\_ Send email to the following address: \_\_\_\_\_

Initial \_\_\_\_\_ Send text messages to the following phone number: \_\_\_\_\_

I understand the HIPAA Disclosure Authorization(s) above may be revoked in writing at any time; however, the revocation will not affect disclosures of information previously authorized. I understand this authorization is valid while I continue to receive services from any Quality Care Chiropractic and Wellness provider.

**My signature below acknowledges that I have been provided with a copy of the Notice of Privacy Practices:**

\_\_\_\_\_  
Signature of Patient or Personal Representative Date

\_\_\_\_\_  
Print Name Relationship to Patient

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**For Practice Use Only: Complete this section if you are unable to obtain a signature.**

If the Patient or personal representative is unable or unwilling to sign this *Acknowledgement*, or the *Acknowledgement* is not signed for any other reason, state the reason:

Completed by: \_\_\_\_\_

Signature of Practice Representative Date

I have received my examination and the doctor explained to me what he/she found. Based on this, I give my permission to have diagnostic tests, procedures, and a chiropractic treatment plan for my condition(s).



# QUALITY CARE

## CHIROPRACTIC AND WELLNESS

### Informed Consent for Diagnostic and Treatment Procedures

I have received my examination and the doctor explained to me what he/she found. Based on this, I give my permission to have diagnostic tests, procedures, and a treatment plan for my condition(s). I understand that the treatment I receive at this clinic is from a licensed Doctor of Chiropractic. Chiropractic scope of practice includes a wide range of services, but if the clinician determines the services I need cannot be provided by this office, then he/she will direct me to the appropriate health care provider.

Within the service provided by this office, treatment almost always includes either physical therapy procedures including exercise, manual therapy, and functional activities or the chiropractic adjustment, a specific type of joint manipulation. Spinal manipulation and physical therapy modality procedures are done to ease pain and/or help the body function better. Like most health care procedures, spinal manipulation and physical therapy procedures carry with it some risks. Unlike many such procedures, the serious risks associated with spinal manipulation and physical therapy procedures are extremely rare. **The following are the potential risks:**

- Temporary soreness or increased symptoms or pain** It is not uncommon for patients to experience temporary soreness or increased symptoms or pain after the first few treatments.
- Dizziness, nausea, flushing** These symptoms are relatively rare. It is important to notify the doctor if you experience these symptoms during or after your care.
- Fractures** When patients have underlying conditions that weaken bones, like osteoporosis, they may be susceptible to fracture. It is important to notify your doctor if you have been diagnosed with a bone weakening disease or condition. If your doctor detects any such condition while you are under care, you will be informed, and your treatment plan will be modified to minimize risk of fracture.
- Disc herniation or prolapse** Spinal disc conditions like bulges or herniations may worsen even with chiropractic care. It is important to notify your doctor if symptoms change or worsen.
- Stroke** According to the most recent research, there is no evidence of excess risk of stroke associated with chiropractic care. Regarding neck pain and headache symptoms, there is an association between stroke and visits to all provider-types, including primary care medical visits, which may occur before or during the provider visit.
- Other risks** associated with chiropractic treatment include rare burns from physiotherapy devices that produce heat.
- Bruising** Instrument assisted soft tissue manipulation may result in temporary soreness or bruising.
- Alternatives** to manipulation discussed through a shared decision-making process include Medicines, Physical Therapy, Massage, Mobilization, Acupuncture, and/or Cognitive-behavioral therapy. You can do these whether or not you are doing spinal manipulation.
- Refusing diagnostic and/or treatment procedures** may carry a risk to future capabilities in regard to performing activities of daily living or progression towards chronic pain.

\_\_\_\_\_ I am not pregnant to my knowledge (date of last menstrual cycle: \_\_\_\_\_). I have been advised that it may not be advisable to be exposed to x-rays if I believe that there is a possibility that I am pregnant.

I understand that the practice of chiropractic, like the practice of all healing arts, is not an exact science, and I acknowledge that no guarantee can be given as to the results or outcome of my care. The material risks have been disclosed to me, including a description of those material risks; and after consideration, I agree to the procedures understanding any material risks which are inherent to that procedure.

● PATIENT PLEASE REVIEW ● PRINT & SIGN NAME ●

*I have read or had read to me this informed consent document. I have discussed or been given the opportunity to discuss any questions or concerns with my chiropractor and have had these answered to my satisfaction prior to my signing this informed consent document. I have made my decision voluntarily and freely.*

PATIENT'S NAME (Print) \_\_\_\_\_

DATE OF BIRTH: \_\_\_\_\_

PATIENT GUARDIAN/REPRESENTATIVE (PRINT) \_\_\_\_\_

(PATIENT GUARDIAN/REPRESENTATIVE SIGNATURE)

(DATE)

(TRANSLATOR | INTERPRETER SIGNATURE)

(DATE)

CLINICIAN ONLY

Based on my personal observation, the patient's history and physical exam, I conclude that throughout the informed consent process the patient was:

- OF LEGAL AGE
- APPEARS UNIMPAIRED
- CONSENT GIVEN THROUGH GUARDIAN/PATIENT REPRESENTATIVE
- ORIENTED X3
- FLUENT IN ENGLISH
- ASSISTED BY A TRANSLATOR OR INTERPRETER

\_\_\_\_\_, D.C.

(CLINICIAN SIGNATURE)

(DATE)

STUDENT INTERN/EXTERN INITIALS AS WITNESS TO PATIENT DISCUSSION WITH CLINICIAN: \_\_\_\_\_

# FINANCIAL POLICY

Thank you for choosing Quality Care Chiropractic and Wellness! We value the trust you have placed in us, and we are committed to providing a safe and high-quality experience in our office. Your understanding of our Practice Financial Policy is important, and this document discusses a few commonly asked financial policy questions. Please ask our office staff if you have any questions about our fees, our policies, or your responsibilities.

## **When are payments due?**

For patients with an insurance plan in which Quality Care Chiropractic and Wellness participates, all copayments, deductibles, patient responsibility amounts, and past-due balances are due at the time of service unless previous arrangements have been made with our billing coordinator. If we receive a denial of your claim, you will be responsible for payment in full. For patients without insurance coverage or patients covered by insurance plans which the office does not participate, you will be required to pay in full for services rendered.

## **How may I pay?**

We accept payment by cash, check, VISA, and MasterCard. A fee of 3% will be added to any payment made with a credit card at time of the sale (debit cards are excluded from this surcharge). The patient or the patient's legal representative is ultimately responsible for all charges for services rendered.

## **Can I receive any financial discounts?**

You are entitled to a limited financial discount if you join the CHUSA discount medical plan (membership is \$49 a year which covers you and your dependents) or you may receive up to 15% discount when you provide prompt payment on the same day of service for non-covered services.

## **Do I need a referral or pre-authorization?**

If your insurance plan requires a referral authorization from your primary care physician or a pre-authorization from your insurance, this will need to be obtained. Failure to obtain the referral or preauthorization may result in a lower or no payment from the insurance company, and the balance will become the patient's responsibility.

## **Will you bill my insurance?**

Insurance is a contract between you and your insurance company. In some cases, we are not a party to this contract as a participating provider. We will always bill your primary insurance company on your behalf as a courtesy to you. To properly bill your insurance company, it is your responsibility to provide all insurance information, including primary and secondary insurance, as well as any change of insurance information. Failure to provide complete and accurate insurance information may result in the entire bill becoming the patient's responsibility.

## **What is the estimate of the cost for my treatment?**

If the services to be provided are considered **covered** by your insurance plan, we may be able to estimate what your insurance company may pay, however, it is the insurance company that makes the final determination of your eligibility and payable benefits. If your insurance company is not contracted with us, you agree to pay any portion of the charges not covered by insurance, including but not limited to those charges above what the insurance company may deem as the usual and customary allowance. If your insurance company pays you directly, then you are responsible for full payment at the time of service.

If the services to be provided are considered **non-covered** by your insurance plan or if you don't have an insurance plan, then you will be given a Good Faith Estimate of your financial responsibility. "Non-covered" means that a service will not be paid for under your insurance plan. If non-covered services are provided, then you are responsible for full payment at the time of service.

## **Which insurance health plans do you contract with?**

Quality Care Chiropractic and Wellness accepts most major insurance plans. However, with the frequent changes that happen in the insurance marketplace, Quality Care Chiropractic and Wellness will need to help you verify if we are a participating provider as per your plan.

**What if my plan does not contract with you?**

If we are not a provider under your insurance plan, you will be responsible for payment in full at the time of service.

**What is my financial responsibility for Worker’s Compensation services?**

We will bill workers’ compensation if there has been verification of the claim information (i.e., accident date, claim number, primary care physician, employer information, and referral procedures) and authorization has been received from the employer or insurance carrier (your claim must be within the state).

**Will I receive statements or bills?**

It is our office policy that all patients with balances that are determined to be the patient’s financial responsibility will be sent two statements, each one month apart. If payment is not made on the account, a single phone call will be made to try and make payment arrangements. Accounts with unpaid balances for 90 calendar days or more will be sent to an external collection agency or small claims court for collection. The patient will be financially responsible for the collection costs, including attorney fees and court costs. Unpaid bills can also lead to possible discharge from the practice

**Do you charge a penalty for returned payments?**

Any charges incurred by the practice collecting balances owed to us during the collection process may be charged to the patient. Returned checks, credit card chargebacks, or returned payments will attract a minimum **\$35** penalty in addition to the balance owed. Accounts with returned payments will be expected to make payments via cash, money order, or cashier’s checks only.

**What if I miss my appointment?**

We understand that on rare occasions, issues may arise, causing you to miss your appointment when you cannot notify our office before your appointment. Should you experience any unforeseen circumstance that causes you to miss your appointment, please call our office at least 24 hours prior to having it rescheduled. Patients who miss more than one appointment consecutively without notifying our office 24 hours before the appointment time are subject to a **\$20** missed appointment fee billed to the patient.

**Can I return items I have purchased?**

Items such as nutritional supplements, supports, devices, or other supplies **cannot** be returned once they have been purchased and leave the office.

I have read, understand, and agree to the above Financial Policy. I understand my financial responsibility to make payments for services provided to me and the courtesy extended by Quality Care Chiropractic and Wellness to simplify insurance reimbursement for the services provided to me. I acknowledge that these policies do not obligate Quality Care Chiropractic and Wellness to extend credit to me for services provided.

**Patient, Guardian or authorized representative signature:**

**Date:** \_\_\_\_\_

\_\_\_\_\_

**Patient, Guardian or authorized representative name:** \_\_\_\_\_