

New Patient Instructions

(1) Complete the “Personal Profile Form”.

It takes **LESS THAN 3 MINUTES**. This helps us to get to know you, which is very important to us. [Download Form](#)

(2) Attire to Wear for the Exam

If you want to avoid getting into a gown, wear loose fitting clothes such as shorts or sweats, and a t-shirt. This allows us to get to the affected body part easily and examine it properly. You can bring the clothes with you since we have a private changing room.



(3) Bring Credit Card, Cash or Check

Even if you have insurance, most plans stipulate a co-pay of some kind. It's best to have some form of payment ready in order to avoid an unexpected bill later.

If you want to find out your plans co-pay, deductible, or other plan benefits, simply call the number on your insurance card for "Customer Service or Members". You can simply have them send your benefit details to our office by fax **(408) 228-0711**.

Customer Service: 1-800-555-1234, TDD: 1-800-555-5678
M-F, 8:00 a.m. - 11:00 p.m. Pacific Standard Time

Nurse Information Line: Call 1-800-777-7197
Hours of operation: 24 hours/ 7 days a week

Provider Services: 1-888-777-6543, TDD: 1-800-777-3456
Submit Claims To:
PO Box 987,
Claims Way, OR 97008

This group health plan is provided by ABC Insurance Partners. While coverage remains in force, members are entitled to the benefits under the terms and conditions of the plan. This card is for identification only and is not a guarantee of coverage. Deductibles and coinsurance may apply.

IMPORTANT: *If for any reason you feel the cost of care is too high, don't worry.* We have special programs for those with high deductibles/co-pays to help make it VERY affordable. If you are undergoing any financial hardship, please call our office now to see if you qualify for our **Financial Hardship Discount Program**.

(4) Arrive 15-Minutes Early

Just in case there is an issue with your insurance or paperwork it's best to get it resolved before you exam with the therapist/doctor. Bring any items you want us to see or look at such as x-rays, reports, etc.

That's It! See you soon.

[PRACTICENAME, ADDRESS, PHONE, WEBSITE]