

1296 S. Shasta Ave.  
Eagle Point, OR 97524  
3132 State St.  
Medford, OR 97504



(Ph) 541.830.4325  
(Fx) 541.826.2620  
www.CompleteCare.net

**Patient Information (Please Complete ALL Sections):**

|              |               |
|--------------|---------------|
| Patient Name | Date of Birth |
|--------------|---------------|

**Insurance Information (Please Complete ALL Sections):**

|                               |               |         |                         |
|-------------------------------|---------------|---------|-------------------------|
| Primary Health Insurance Name | Policy #      | Group # |                         |
| Insured Name                  | Date of Birth | Sex     | Relationship to Patient |

|                                 |               |         |                         |
|---------------------------------|---------------|---------|-------------------------|
| Secondary Health Insurance Name | Policy #      | Group # |                         |
| Insured Name                    | Date of Birth | Sex     | Relationship to Patient |

I am receiving treatment as a result of an accident: Yes \_\_\_\_\_ No \_\_\_\_\_  
If Yes, was it a: Motor Vehicle Accident \_\_\_\_\_ Work Related Accident \_\_\_\_\_ Other \_\_\_\_\_

Please review and **initial next to each** policy listed below.

**INFORMED CONSENT:** I understand that health care providers cannot guarantee results of treatment. I know that each person reacts in a different way to treatments and procedures. Therefore, the results cannot be certain. I acknowledge that no guarantee of the outcome of the care I have requested has been made. I have ample opportunity to ask questions, and my questions have been answered to my satisfaction. Chiropractic Care, Physical Therapy, Osteopathy, Massage Therapy, Nutrition Therapy: Though chiropractic, physical therapy, osteopathy, massage therapy and nutrition therapy treatments are usually beneficial and rarely cause any problems, I understand that, like many other forms of health care, there are some risks. These can include, but are not limited to; fractures, disc injuries, cerebral-vascular accidents, dislocations and sprain/strains. These complications are extremely rare occurrences.

**ACKNOWLEDGEMENT OF NOTICE OF PRIVACY PRACTICES:**

I acknowledge, that at my request, Complete Care will provide me with a Copy of Complete Care's Notice of Privacy Practices. I understand that Complete Care will use and disclose health information about me. I understand that my health information may include information both created and received by Complete Care, may be in the form of written or electronic records or spoken words, and may include information about my health history, health status, symptoms, examinations, test results, diagnoses, treatments, procedures, prescriptions and similar types of health-related information. I understand and agree that Complete Care may use and disclose my health information in order to:

- make decisions about and plan for my care and treatment
- refer to, consult with, coordinate among, and manage along with other health care providers for my care and treatment
- determine my eligibility for health plan or insurance coverage, and submit bills, claims and other related information to insurance companies or others who may be responsible to pay for some or all of my health care; and
- perform various office, administrative and business functions that support my physician's efforts to provide me with, arrange and be reimbursed for quality, cost-effective health care.

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**ASSIGNMENT OF BENEFITS AND FINANCIAL AGREEMENT** I hereby give lifetime authorization for payment of insurance benefits to Complete Care for any services rendered. I will provide a copy of my current insurance card and I understand I am financially responsible for all charges whether or not they are covered by insurance. I further expressly agree and acknowledge that my signature on this document authorizes my physician to submit claims for services rendered. I hereby authorize Complete Care to release all information necessary to secure payment of benefits. I understand that it is my responsibility to know my insurance policy coverage and benefits and will notify Complete Care of any insurance changes in a timely manner. I understand that my insurance company may have additional stipulations that may affect my coverage and that I am responsible for any amounts not covered. Services rendered may be considered non-covered by my insurance and/or may be subject to deductible in addition to a copay. I understand that I have the right to refuse any service before they are rendered if I think they are non-covered services or not payable by my insurance.

**COPAYMENTS:** I understand that all copays are due at check-in, prior to seeing my provider.

**PRIVATE PAY (SELF PAY):** I understand that if I will be responsible for all charges related to services provided to me by Complete Care. I agree to pay all balances will be due in full at check-in, prior to my appointment.

**ACCOUNT BALANCES:** I understand that if I have a balance on my account I will receive a monthly statement until the account is paid in full. Bills are due and payable upon receipt of this monthly statement. Complete Care will bill my insurance for me if I provide the appropriate billing information. I understand that all outstanding accounts will be turned over to a collection agency after three statements and one pre-collection letter is mailed.

**MANAGED CARE (MEDICAID):** I understand that my insurance coverage is based on funding levels. There are some diagnoses and/or services that are considered non-covered and my insurance will not pay for any additional visits for these conditions or services.

**MEDICARE:** Complete Care is a participating provider with Medicare. Medicare will pay 80% of what they allow, minus your annual deductible. If this has not been met, you will be responsible for the deductible and the 20% of allowable charges. By signing this agreement, you authorize any holder of medical or other information regarding the patient names above to release such information to the Social Security Administration effective from this date.

**ANCILLARY SERVICES:** I understand that it is my responsibility to know from whom my insurance company requires me to obtain any labs, x-rays, or any other ancillary services and I will let my providers medical staff know so that they may schedule these services accordingly. If my provider orders any tests, imaging or services not processed here at Complete Care, they will be sent to an outside provider. If you have labs processed at more than one facility, you could receive a statement from both Complete Care and the outside laboratory with any out-of-pocket expense as well as two EOB's (explanation of benefits) from your insurance company. If you have questions regarding charges from one of these services, you will need to contact the outside entity directly.

**CANCELLATION AND NO SHOW POLICY:** I understand that if I fail to notify Complete Care of a cancellation or reschedule at least 1 business day before my scheduled appointment, for any reason, it will be recorded as a "same day" cancellation. If I have more than 3 same-day cancellations per 12-month period I understand that I may be dismissed from care. To reschedule with a massage therapist after dismissal, a \$150 non-refundable fee will be required prior to re-establishing care.

**RETURNED CHECKS:** I understand that personal checks returned for non-sufficient funds may be charges a fee of \$25. Balances must be handled by cash, credit card, or money order.

*By signing this Financial Policy Notice and Notice of Privacy practices above, you, the guarantor, acknowledge that you have read, understand and accept the above policies.*

\_\_\_\_\_  
Printed Name Patient or Authorized Representative

\_\_\_\_\_  
Signature Patient or Authorized Representative

\_\_\_\_\_  
Date