

Manchester-Bedford Myoskeletal LLC Policies

Please read the following policies carefully and print, sign, and date where indicated.

Scheduling: We see patients by appointment only. Appointments may be booked by individuals or by physician's office. Appointments may be made using our online scheduler, *Acuity Scheduling*, in person, or by telephone. When an appointment is booked, a confirmation is sent to the email address provided. If the desired date and/or time is unavailable, call (603) 622-1112 and request to be waitlisted.

Arrivals & COVID-19 Procedures: Please follow all our COVID-19 Procedure instructions outlined in your confirmation email. Refusal to comply with these procedures will result in terminating your visit.

Please arrive early to your appointment so your session will start on time. All visits end as scheduled. Late arrivals are charged the full amount for the time allotted for their session regardless of when session actually begins.

You may change or cancel your appointment in *Acuity* by logging in and editing the appointment. If you must cancel or reschedule your visit, please do so at least 4 hours prior to your scheduled appointment time. To cancel within 4 hours of appointment, call (603) 622-1112.

Cancellations within 4 hours of scheduled appointments and No-Shows will be charged the full rate and must be paid in full prior to scheduling another appointment.

Payment: *Manchester-Bedford Myoskeletal LLC* cannot accept commercial health insurance. Some forms of insurance allow patient to pay provider and receive reimbursement if patient turns in required forms and information. Upon request, we will gladly furnish patient with information we can legally provide. However, we provide no guarantee insurance carriers will reimburse at all.

Patient (or Parent/Guardian for minor patients) is responsible for full payment at time of service. Payment may be made in cash, credit/debit card, Apple Pay, or Google Pay. Personal checks are not accepted. Any minor presenting a credit or debit card with any other name than their own must provide a signed, dated letter from the card owner specifically naming *Manchester-Bedford Myoskeletal LLC* as an approved charge and the original letter will remain in patient's file.

Child Care: Child care/supervision is unavailable. Minors must remain in the treatment room.

Minors: If patient is a minor, parent or guardian must remain in the treatment room for the entire initial session. During follow-up visits, parent or guardian may remain if desired.

Clothing: Partial or full disrobing may be required during treatments. In most cases, sports top and bottoms or shorts are appropriate. Therapist will inform patients prior to appointment whether to wear/bring appropriate clothing for their session. When removal of clothing is appropriate for treatment, patients are urged to disrobe to their comfort level. In most treatment cases, lubricant is only rarely used.

Draping: When a patient is disrobed partially or entirely for their treatment, they will be appropriately draped. Only the part of the body being treated will be exposed. When full pelvic bowl work is undertaken, patients will be advised to wear sports gear, shorts, or undergarment.

Print Name (Patient/Parent/Guardian)

Signature

Date