

Manchester-Bedford Myoskeletal LLC Policies for Veterans

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

Scheduling: We see patients by appointment only. Initial appointments are usually set up with the Veteran by our office after receiving the referral for service. After the initial office visit, we will schedule follow-on appointments with the Veteran directly at the end of their visit or they may do so through our online scheduler. We set up an account in our online scheduler *Acuity Scheduling* for the Veteran and they are given a link to access and login themselves at any time. A confirmation is sent to the email address provided each time an appointment is scheduled. A reminder email is sent 24 hours prior to the scheduled appointment time.

COVID-19, Arrivals, Rescheduling & Cancellations: We have COVID procedures in place to safeguard our patients and staff. These procedures appear on each confirmation email and we ask that everyone abides by them.

Please plan to arrive a few minutes before your scheduled appointment so that your session will start on time. All visits end as scheduled regardless of start time so as not to inconvenience later patients.

Veterans may change or cancel visits in *Acuity* by logging into their account and editing the appointment at least 4 hours prior to the scheduled appointment time. If you must cancel within 4 hours of the appointment, or anytime you prefer not to use the online scheduler, please call (603) 622-1112.

Payments: Veterans **must** be referred to this clinic by a VA Office of Community Care in order for us to claim for services received. We bill the VA's insurance company for payment. If patient's insurance requires a co-pay, we collect the appropriate amount at the beginning of each visit and provide the patient a receipt. There are no other out-of-pocket costs to the patient for VA-referred treatment.

Self-Referrals & Additional Visits: Veterans can become a private patient without referral if willing to self-pay entirely. Veterans may also schedule a visit in addition to their physician's referral and pay for that specific visit out-of-pocket. There are no restrictions to choice of service, number of visits, or session length when self-paying as there are with VA referrals.

Any Veteran who wishes to take advantage of non-covered services or request treatment in addition to VA-covered benefits must complete the Self-Pay Visit Request form in writing at least 48 hours prior to receiving such treatment. The contract is void without Manchester-Bedford Myoskeletal LLC authorized signature agreeing to perform such service.

Child Care: No child care or supervision is available.

Clothing: Disrobing may not be required during treatment. In most cases, sports top and bottoms or shorts are appropriate. Patient may change in the treatment room before and after treatment. When removal of clothing is appropriate for treatment, patients are urged to disrobe to their own comfort level.

Draping: Whenever a patient is disrobed partially or entirely for their treatment, they will be appropriately draped with table linen. 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. Gowns are available.

Print Patient/Parent/Guardian Name

Signature

Date