



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

<b>Last Name:</b>		<b>First Name &amp; Initial:</b>		<b>Date of Birth:</b>		<b>Male Female</b>	
Address:							
City/State/Zip:							
Home Phone:			Cell Phone:			Work Phone:	
Social Security Number:							
<b>Parent's First and Last Name:</b>				<b>Parent's Social Security Number:</b>			
Address:				Date of Birth:			
City/State/Zip:							
Home Phone:			Cell Phone:			Work Phone:	
Email Address:							
Employer			Employer Phone			Employer Address	
<b>Parent's First and Last Name:</b>				<b>Parent's Social Security Number:</b>			
Address:				Date of Birth:			
City/State/Zip:							
Home Phone:			Cell Phone:			Work Phone:	
Email Address:							
Employer			Employer Phone			Employer Address	
<b>Primary Insurance Company NAME and PHONE NUMBER:</b>							
Primary Policy Number:			Primary Group Number:			Primary Subscriber Name:	
<b>Secondary Insurance Company NAME and PHONE NUMBER:</b>							
Secondary Policy Number:			Secondary Group Number:			Secondary Subscriber Name:	
<b>Emergency Contact Name and Relation to Patient:</b>					<b>Phone Number:</b>		
<p><b>AUTHORIZATION TO PAY BENEFITS TO HELPING HANDS, INC.:</b> I hereby authorize payment directly to Helping Hands, Inc., otherwise payable to me for services rendered, realizing I am responsible to pay non-covered services. I also realize that I am responsible for any other cost incurred while collecting my outstanding balance(s).</p> <p><b>AUTHORIZATION TO RELEASE INFORMATION:</b> I hereby authorize Helping Hands, Inc. to release any information acquired in the course of my treatment necessary to process insurance claims.</p>							
<p>_____ Signature (Legal Guardian/Parent, if minor)</p>					<p>_____ Date</p>		

**HELPING HANDS, INC.**  
**RELEASE OF INFORMATION**

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

Date of Birth: \_\_\_\_\_

I hereby authorize Helping Hands, Inc. to release patient therapy report and other pertinent information to:

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Phone:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Phone:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Phone:** \_\_\_\_\_

*List any additional names on separate paper.*

This authorization is subject to my written cancellation at any time:

\_\_\_\_\_

Signature of Parent/Guardian

\_\_\_\_\_

Date

**Client Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

# HELPING HANDS, INC.

## FINANCIAL POLICY

***PLEASE READ CAREFULLY BEFORE SIGNING***

1. NO patient will be seen without a current physician's order. (No exceptions.)
2. **Cancellation and Attendance Policy:** Please refer to separate document.
3. **Your child's therapy is a serious commitment between you and his/her therapist.** Helping Hands, Inc. requires consistent attendance to maximize your child's progress. We reserve the right to terminate therapy in the event that appointments are not attended as scheduled, or if your bill is not paid in a timely manner.
4. **If Helping Hands, Inc. DOES NOT have a contract with your insurance company**, payment is due at the time services are rendered. All documentation needed for you to file a claim with your insurance company will be provided to you upon request.
5. **If Helping Hands, Inc. DOES have a contract with your insurance company**, we will submit your claim to your insurance company. It has become impossible, however, for our staff to be familiar with the separate requirements, and keep up with changes, of each individual or group health care plan. If you are, or you become a member of a health care plan, *it is your responsibility to know what your health care plan will cover and to abide by its rules regarding services in our office as well as referrals, preauthorization's, etc. If you have questions about what your health care plan will and will not cover, you need to contact your plan directly. You are responsible for making your co-payment/deductible at every visit.* Please note that it takes at least one week to generate a referral or preauthorization. You are responsible for notifying us of any changes regarding your insurance coverage. We are not responsible for obtaining preauthorization for therapy services if we are not informed of current insurance coverage, and you are responsible for any non-covered and/or denied charges incurred on your child's behalf.
6. If you are a Tricare Prime member, you are responsible for ensuring that all required referrals are submitted to Tricare by your primary care manager (PCM) and corresponding authorization is received by our office. No services will be rendered without prior authorization. The services listed on the authorization will be the ONLY services rendered. You may not request additional services be rendered as they will not be covered by Tricare.
7. You will be billed a \$25.00\* fee for each check returned by the bank.
8. In the event that an account 60 days or more delinquent is taken to court, you are responsible for all collection and/or attorney fees incurred by Helping Hands, Inc.
9. All co-payments/deductible payments must be made prior to any services being rendered.
10. Once services are rendered, private pay rate (fees) are non-refundable. We are a fee for service provider.

**\*\*Our office offers automatic payment plan service for co-payments and deductibles. If you are interested in this service, please contact our office for enrollment information.**

I authorize HELPING HANDS, INC. to apply for benefits on my behalf for covered services rendered. I request payment to be made directly to HELPING HANDS, INC. I certify that the information I have provided with regard to my insurance coverage is correct, and further authorize the release of any necessary information, including medical information for any related claim, to Helping Hands, Inc.\* billing agent and/or my insurance carrier. I permit a copy of this authorization to be used in place of the original. This authorization may be revoked in writing at any time by either me or my insurance carrier.

I have read the above policy and agree to abide by it.

\_\_\_\_\_  
Parent's Name – please print

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent's Signature

*\*Fees subject to change*

**Client Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

# HELPING HANDS, INC.

## ATTENDANCE/CANCELLATION POLICY

- All cancellations **must** be made 24 hours prior to your appointment.
  - Appointments that are not cancelled with a 24-hour notice are subject to a \$50.00 cancellation fee. If parents/guardians reschedule their child's appointment, we waive this \$50.00 fee.
  - Appointments that are not attended by the patient with no notification to the front office ("No call, no show" appointments) are subject to a \$50.00 fee. ***We do not waive this fee.***
- Please Note:** When you are cancelling your child's appointment, you must provide notification to the front office. Our therapists are not responsible for communicating their clients' cancellations, scheduling conflicts, and vacation info to the front office. Parents can notify the front office at check-in, check-out, via phone (540-657-1423), via email ([office@hhitherapy.com](mailto:office@hhitherapy.com)), or through the Contact Us inquiry form on our website ([www.hhitherapy.com](http://www.hhitherapy.com)). Failure to notify the front office can result in your child's appointment being labeled as a "No Call, No Show," and we do not waive that \$50 fee; so please be sure to notify the front office when your child will not be able to attend their therapy session(s).
- All cancellation and no-show fees will be billed directly to you. These fees must be paid before or at the time of your child's next appointment or the child will NOT be seen. Neither your insurance company nor your flexible spending account will cover these fees.
  - Our office reserves the right to remove from the schedule a client who is not regularly attending therapy or a client who continuously arrives late.
    - Two cancellations of your child's regularly scheduled appointment (within a calendar year) that are not rescheduled will result in your child being removed from the schedule effective immediately. (If there are extenuating circumstances preventing you from bringing your child to their appointment, please contact the front office to discuss immediately to avoid removal from the schedule.)
    - Two, "No call/No show" appointments will result in your child being removed from the schedule effective immediately. *(Please note, you must notify the front office if your child will not be here. Therapists are not responsible for communicating that information to the front office staff.)*
  - Our office will make every effort to provide therapy to your child in circumstances where clients are late checking in. If you arrive late to your child's appointment, the session will conclude at its regularly scheduled end time; however, if you arrive more than 30 minutes late, your child will not be seen and you will be required to reschedule the appointment or pay the cancellation fee of \$50.00.
  - **We require that an adult be ON SITE during the full length of their child's therapy session. If you are not able to remain on the premises, we require you to reschedule the appointment.**

By signing below, I acknowledge receipt of this attendance & cancellation policy and agree to the terms stipulated above.

\_\_\_\_\_  
Parent's Signature

\_\_\_\_\_  
Date

Client Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

# HELPING HANDS, INC.

## WEATHER POLICY

We **DO NOT** operate in coordination with public/private school systems, local government office closings, or federal government closings. **If our office is open, regardless of the weather conditions, parents/guardians are still subject to cancellation/no-show fees.**

During times of inclement weather, any closings and/or delayed opening information will be posted on our website ([www.hhitherapy.com](http://www.hhitherapy.com)). A message will also be available by calling our office (540-657-1423). Should our office close early due to inclement weather, parents will be called immediately to be notified.

## SICK POLICY

Your child must be free of all: fever, diarrhea and vomiting for a 24-hour period prior to receiving therapy. We will take temperatures, sanitize hands, and ask questions regarding symptoms and care of others with COVID, at the window each visit.

The updated list of symptoms we will be monitoring includes the following. Please familiarize yourself with them as if your child has any of the following, they may be asked to leave. We are aware that they overlap with many other things such as allergies and the common cold, however, we need to respect the needs of those with more fragile systems.

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Our office has 24-hour voicemail. You may call at any time during the day or night to notify Helping Hands, Inc, that you need to cancel your child's session. This is a Helping Hands, Inc. policy. All questions regarding this policy should be directed to our practice director/owner, Lisa Worcester, at 540-657-1423.

**By signing below, I acknowledge receipt of this attendance & cancellation policy and agree to the terms stipulated above.**

\_\_\_\_\_  
Parent's Signature

\_\_\_\_\_  
Date

**Client Name:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

**HELPING HANDS, INC.**  
**NOTIFICATION OF FEES**

Our office offers the following private pay rates for therapy should Helping Hands not contract with your insurance company: **(Once services are rendered this fee is non-refundable)**

Occupational Therapy Evaluation: \$425.00

Occupational Therapy, 50 minutes: \$125.00

Speech Therapy Evaluation: \$325.00

Speech Therapy, 30 minutes: \$62.50

The following services are not billable to ANY insurance, and you will be required to pay for the following if requested (All requests MUST be made at the front desk; any request(s) made directly to the therapist will NOT be honored):

Medical records requests outside of insurance companies:

Electronic records request: \$25 per incident

Printed records request: \$50 per incident

(Speech & Occupational Therapy are two separate incidents)

Completion of forms: \$5.00 per form

School recommendations/Medical Necessity letter: \$40.00 per request

Meeting attendance: \$100.00 per meeting

Observation at outside location: \$100.00 per observation

I, \_\_\_\_\_, have read and understand the Helping Hands, Inc. Financial Policy. I understand that due to the specialization of the services provided by Helping Hands, Inc., I will be responsible for services not covered by my insurance carrier including, but not limited to, co-pays, deductibles, and non-covered services.

\_\_\_\_\_  
Parent's Name – please print

\_\_\_\_\_  
Date

*\*Fees subject to change*

# HELPING HANDS, INC. MEDICAID MCO POLICY

A managed care organization (MCO) is a health care provider or a group or organization of medical service providers who offers managed care health plans. These MCOs agree to provide most Medicaid benefits to people in exchange for a monthly payment from the state. Private insurance companies may offer health plans for Medicaid recipients and these plans are considered Medicaid MCOs.

Our office participates with the following Medicaid MCOs:

- Virginia Premier
- Virginia Premier Elite Plus

Helping Hands, Inc. **DOES NOT** participate with fee-for-service Medicaid or any other Medicaid MCO.

If your Medicaid MCO changes from Virginia Premier or Virginia Premier Elite Plus during the time in which your child is receiving therapy services to a coverage we do not participate in (such as fee-for-service Medicaid), you acknowledge that you are responsible for the balance owed for services rendered. It is the patients'/parents' responsibility to stay informed as to the status of your coverage, and any changes to your coverage that may occur.

I, \_\_\_\_\_, have read and understand that Helping Hands, Inc. does not participate with fee-for-service Medicaid.

I, \_\_\_\_\_, have read and understand the Helping Hands, Inc. Medicaid MCO Policy, and that I will be responsible for any balance owed for services rendered should my child's Medicaid MCO coverage change to a non-participating MCO or fee-for-service Medicaid.

\_\_\_\_\_  
Parent's Signature

\_\_\_\_\_  
Date

**HELPING HANDS, INC.**  
**INFORMED CONSENT FOR SERVICE FEES**

**Evaluation:** A typical Occupational Therapy evaluation consists of a standardized assessment of fine and gross motor skills, visual motor coordination, bilateral coordination, and a sensory integration evaluation. We assess all patients in all areas and do not segment out our assessments regardless of insurance coverage. Any services deemed excluded from your insurance plan may be billed to the patient.

Initial

**Treatment:** I voluntarily consent to treatment/services that are deemed necessary by my referring physician and my occupational therapist. I understand that it is this practice's intent to educate me on every process during my treatment program. I understand that therapy will be rendered for set duration and frequency leading to discharge. I understand that "hands-on" manual or exercise techniques may be used to retrain, recruit, and restore improved postural alignment with treatment, and that if I do not completely understand the process of my treatment, it is my responsibility to obtain a clearer understanding of what the therapist's objectives and outcomes are, and how she/he is trying to achieve them. I also realize that no guarantees have been made to me as to the results of these services at Helping Hands, Inc. Helping Hands, Inc. will assign patients to a "Primary Therapist" but patients may be seen by any of our therapists as we are a rehabilitative facility and all therapists are licensed and trained to work with all patients.

Initial

**Observation:** All services provided at Helping Hands, Inc. may be recorded or observed. These observations are restricted to individuals who are associated with Helping Hands, Inc., and have completed HIPAA training. Non-identifying information may be used for administrative purposes.

Initial

**Photos & Videos:** Pictures and videos may be made of activities within the practice. These pictures may be used for educational purposes, in Helping Hands, Inc. brochures/presentations, on the Helping Hands, Inc. website, and/or in association with clinic media coverage. Please indicate below your intent to grant permission to use photos of your child as specified above:

Yes  No

Helping Hands, Inc. will respect the right of privacy of its clients, and will hold all recorded sessions and information with strict confidence and will use this information only in rendering of professional services or educational instruction. The contents of your sessions will not be revealed to any person or a agency except under the following circumstances:

1. If you, or a legal guardian/parent, give written permission to release the information.
2. If you or your child reveals information which, in your clinician's judgment, indicates that you or your child intends to harm self or someone else.
3. If you or your child reveal information that indicates the existence of past or present abuse of a child, elderly, or disabled adult, as required by Virginia law.
4. If an appropriate court order or subpoena is received.
5. If you or your child is involved in a medical emergency, information may be given to medical personnel.

I, the undersigned, am the parent/legal guardian of the client named below. I have read and understand the above and consent to services for my child and/or family at Helping Hands, Inc.

Printed Name of Parent/Legal Guardian

Signature of Parent/Legal Guardian

Date

**Client Name:**  **Date of Birth:**



## Patient's Right's & Responsibilities

### Patient's Right's

- Access to copies of his/her medical records by written request.
- Quality services appropriate to your condition and delivered on time.
- Any medically necessary treatment.
- Reasonable access to care.
- To be treated with dignity, respect, and concern.
- Complete confidentiality of all medical and financial records.
- Information about your condition as it relates to diagnostic tests, treatment plans and other procedures.
- The ability to change therapists at any time or to request a second opinion within or outside this practice.
- Visual privacy.
- Refusal of treatment or therapy and information regarding the consequences of such a decision.
- Expression of your concerns, complaints, and grievances.
- The right to an itemized statement of billed charges upon request.

### Patient's Responsibilities

- Please try to keep all scheduled appointments.
- Please notify us when you are unable to keep a scheduled appointment.
- Feel free to ask questions when you need more information or do not understand.
- Take responsibility for your health. Use this practice in an advisory role when making healthcare decisions.
- Be informed regarding your insurance plan, treatment coverage and benefit rules.
- Obtain any necessary referrals from your primary care physician prior to your appointment.
- Treat our staff with courtesy and dignity.
- Our goal is to provide the best possible care. Please help us in our efforts by reviewing the information in this packet. We encourage you to discuss any concerns or ask any questions when you are in our offices.

Additionally, you may contact our offices about your questions and concerns at any time. Simply call the office and ask to speak to a manager or supervisor. We thank you for choosing our office for your therapy needs.

\_\_\_\_\_  
Signature of Parent/Legal Guardian

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

**Client Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

# Developmental and Medical History for Occupational Therapy

Child's name (please print)

Informant's name and relation (please print)

Briefly describe why you are pursuing an occupational therapy evaluation for your child:

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Please circle the answers which best describe your child. Please add any remarks or comments that you feel may be helpful, including your child's strengths. This information is vital to our evaluation process. Your observations give us details about day-to-day life, and so, help us to interpret our test findings with greater accuracy. Thank you for your time.

<b>BEFORE BIRTH</b>		
1. Were there any illnesses, injuries, fainting spells, bleeding, anemia, operations, or any other medical difficulties?	YES                  NO	Remarks:
2. Were there any drugs, medications, alcohol, or cigarettes used during pregnancy?	YES                  NO	Remarks:
3. If adopted, provide the date and age when the child arrived at your home. Please specify any known details of care before adoption.	DATE _____ AGE _____	Remarks:
<b>DELIVERY</b>		
1. Was the delivery premature?	YES                  NO	Remarks:
2. Was medication given to induce labor or given during labor? Please specify.	YES                  NO	Remarks:
3. Was the labor abnormal? (ie. Prolonged, short, etc.?) Please specify.	YES                  NO	Remarks:
4. Was it an unusual delivery? (ie. Breech, Caesarean, forceps, etc.) Please specify.	YES                  NO	Remarks:
5. What was the baby's gestational age (in weeks) and birth weight?	AGE: _____ (weeks) WEIGHT: _____ lbs. & oz.	Remarks:
<b>BIRTH</b>		
1. Was the baby alert with normal muscle tone and color at birth?	YES                  NO	Remarks:
2. Were there medical complications at birth affecting heart, lungs, kidney, or digestive organs? Please explain.	YES                  NO	Remarks:
3. Were there any congenital defects affecting the limbs, face, nerves, and/or other body parts? Please explain.	YES                  NO	Remarks:
4. Were there complications such as cyanosis, jaundice, or limpness? Please specify.	YES                  NO	Remarks:
5. Was there a need for oxygen, transfusions, IV, or tube feedings?	YES                  NO	Remarks:
6. Did the baby spend extra time at the hospital or time in a special nursery?	YES                  NO	Remarks:
7. Was the baby bottle or breast-fed? Please circle.	BOTTLE BREAST-FED	Remarks:
8. Were there any feeding complications? Please specify.	YES                  NO	Remarks:

Client Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

## MEDICAL HISTORY SINCE NEWBORN PERIOD

1. Are your child's immunizations up to date for the following: a. Measles, Mumps, & Rubella b. Chicken Pox c. Diphtheria, Pertussis, & Tetanus d. Polio e. Hepatitis B	YES                      NO YES                      NO YES                      NO YES                      NO YES                      NO	Remarks:
2. Describe any significant adverse reaction to vaccines.		Remarks:
3. Circle any serious illnesses (s)he has had and give dates and current status. a. Meningitis b. High Fevers c. Scarlet Fever d. Diabetes e. Seizures (dates, how often, type?) f. Respiratory, stomach, kidney, liver, or heart problems g. Any allergies (please specify) h. Tuberculosis i. Polio j. Physical Injuries k. Malnutrition l. Frequent Ear Infections/Tubes m. Surgeries n. Others, please list:	Dates:  a. _____ b. _____ c. _____ d. _____ e. _____ f. _____  g. _____ h. _____ i. _____ j. _____ k. _____ l. _____ m. _____ n. _____	Remarks:
4. Has your child had vision and hearing exams? Circle and list dates, by whom, and results. a. Vision b. Hearing	Dates:  a. _____ b. _____	Remarks:
5. Is your child currently on medication? Please give names and reasons.	YES                      NO	Names and Reasons:

**Client Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_



<b>Describe your child at present:</b>		<b>Comments/Clarifications:</b>
1. Mostly quiet	YES NO	
2. Talks constantly	YES NO	
3. Overly active	YES NO	
4. Tires easily	YES NO	
5. Impulsive	YES NO	
6. Restless	YES NO	
7. Stubborn	YES NO	
8. Resistant to changes	YES NO	
9. Over-reacts	YES NO	
10. Fights frequently	YES NO	
11. Often happy	YES NO	
12. Frequently has temper tantrums	YES NO	
13. Falls often	YES NO	
14. Clumsy	YES NO	
15. Has difficulty separating from primary caregiver	YES NO	
16. Wanders off without caution	YES NO	
17. Has nervous habits or tics (please specify)	YES NO	
18. Wets the bed	YES NO	
19. Poor attention span	YES NO	
20. Easily frustrated	YES NO	
21. Has unusual fears (describe)	YES NO	
22. Rocks self during activities (describe)	YES NO	
23. Bangs head on purpose	YES NO	
24. Has difficulty learning new tasks (ie. Bike riding, drawing/writing, throwing a ball, etc.)	YES NO	

**Client Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

**ADDITIONAL INFORMATION**

**What are your greatest concerns for your child relative to his/her developmental and occupational therapy?**

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**What are your child's strengths?**

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**Please comment on your child's school behavior:**

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**Does your child behave differently at home than in other settings? Please describe.**

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**What else would you like Helping Hands to know about your child?**

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## ADDITIONAL INFORMATION

Has your child had any of the following examinations?

If so, please give the approximate date and the examining person's name and address:

	Date	By Whom		Diagnosis (DX)
Most recent physical examination	_____	_____	_____	_____
Neurology	_____	_____	_____	_____
Psychiatry	_____	_____	_____	_____
Psychology	_____	_____	_____	_____
Education	_____	_____	_____	_____
Speech and Hearing	_____	_____	_____	_____
Other special examinations	_____	_____	_____	_____

(Please provide a copy of all reports)

Does your child have a current IEP/504 Plan, at school for Occupational Therapy? Yes \_\_\_\_\_ or No \_\_\_\_\_

If your child receives related services through an IEP/504 Plan, please be sure to provide us a copy for our records.

**Additional information that would help us to better understand your child:**

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Do not leave any blank spaces. If the question/item does not pertain to your child, please indicate "N/A" (Not Applicable).

**Client Name:**

**Date of Birth:**