

Bluegrass

Outpatient Center

1110 Wilkinson Trace
Bowling Green, KY 42103
(270) 796-6800
Fax (270) 781-8228
(800) 570-6887

www.BluegrassOutpatientCenter.com



Patient Guide

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~ Introduction ~

It is our mission to provide superior quality healthcare, realizing that every opportunity for service is an opportunity for excellence. Bluegrass Outpatient Center is dedicated to continuous quality improvement by anticipating and exceeding the needs and expectations of our customers.

Bluegrass Outpatient Center's dedication to quality is a pledge we take seriously. We believe the commitment we have made to our center and community provides you with the finest comprehensive care available.

Bluegrass Outpatient Center constantly seeks input from patients regarding their experience. To this end we have developed several ways by which you may become more involved in your care, have questions or problems addressed, participate in decisions affecting you and receive other assistance to make your experience more pleasant.

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NO SMOKING POLICY

To protect the health of our patients and staff, Bluegrass Outpatient Center is a smoke-free facility. The use of any form of tobacco products on this campus is prohibited.

CUSTOMER SERVICES

Frequently Asked Questions

What services do you offer?

Bluegrass Outpatient Center offers many different services. We are a free-standing outpatient rehabilitation facility so we service a variety of needs. We offer traditional therapies as well as specific programs targeted at particular conditions. These services include:

- Physical Therapy
- Aquatic Therapy
- Occupational Therapy
- Wound Care
- Certified Hand Therapy
- Balance & Vestibular
- Lymphedema Therapy
- Work Injury Management
- Neurological Therapy
- Ergonomics
- Women's Health Therapy
- *Pelvic Pain *Fibromyalgia

What are your hours?

Bluegrass Outpatient Center is open 7 a.m. – 5 p.m. Monday – Friday. We will try to make sure we meet the needs of our community and find appointment times that fit into your daily schedule.

How do I arrange an appointment?

You can call Bluegrass Outpatient Center at 270-796-6800 or 1-800-570-6887. Someone can assist in scheduling your appointment and answering any questions you might have. We attempt to get you scheduled as soon as possible to begin the healing process.

What should I bring with me?

- Insurance Card
- Drivers License (or other picture ID)
- You should bring any notes or reports from your doctor that describe your condition. If you wear a brace or prosthesis, you should bring it. Our facility requires a physician order so if you have that in your possession, please bring it with you.
- Anything that you feel would be helpful in conducting your treatment should be brought to your first visit.

What about emergencies?

If you believe you have re-injured yourself or if another medical emergency arises, you should contact your physician. Our medical

director is available to handle emergent situations that may arise while you are being treated at Bluegrass Outpatient Center.

What should I wear?

Loose-fitting, comfortable clothing and tennis shoes are usually best. Loose-fitting shorts are recommended if your legs are to be treated. Your therapist will tell you if different clothing is required. Should you need a hospital gown for any reason, one will be provided.

What about my regular doctor?

We do not replace your regular physician. You should continue to consult with him or her for all your medical needs. During your physical therapy, we will communicate frequently with your physician and provide him or her with copies of your evaluation, progress reports, and discharge summary.

What if I have to cancel an appointment?

Simply call us in advance and notify the receptionist. Please try to give us 12 hours notice, and preferably 24 hours, so that someone else can use your appointment time. We will attempt to reschedule your appointment so you don't miss your important treatment.

What if I get admitted to the hospital?

*You will need to contact us to let us know that you are being or have been admitted to the hospital. As an Outpatient treatment facility, **it will be necessary to discharge you and cancel any expected appointments you may have.***

What do I do once I get out of the hospital and want to continue rehab services?

Once you have been discharged from the hospital, contact your doctor's office to be sure it is safe for you to resume rehab services. If you are cleared to resume, ask them to fax your new order to (270)781-8228 and then call Bluegrass Outpatient Center to make a new appointment (270)796-6800.

What if I am having an Outpatient procedure done?

*Outpatient procedures do not require that you be discharged from therapy treatment. However, you should have your doctor write a new order **if there are any changes, restrictions or pertinent information***

that may impact your therapy treatment. You can bring this with you on your next appointment or have the doctor's office fax it over to (270)781-8228.

What if I was seen at the hospital under Observation but was NOT admitted?

Observation Only does not require that you be discharged from therapy treatment.

How do I obtain copies of Medical Records?

Medical Records can be obtained by calling: ***Release of Information (270)745-1271***

What about my privacy?

Bluegrass Outpatient Center is committed to providing the highest quality rehabilitative care. Protecting an individual's privacy is a component of that care. Please refer to the "Notice of Privacy Practices" that is given to all patients when entering our services.

What if I have more questions?

Don't hesitate to ask your therapist any questions about your treatment. We want you to understand what is happening so that you can learn how to help yourself. If you are unsure of your therapist's instructions or your home exercise program, please call and discuss your concerns.

What else do I need to know?

To a large extent, the speed and quality of your recovery depends on you! You are a partner in the treatment plan formed by your therapist and your physician. With hard work and perseverance, you will achieve the best possible outcome. We are here to help you with the outcomes. Ask questions and work hard.

BLUEGRASS OUTPATIENT CENTER RIGHTS AND RESPONSIBILITIES OF PATIENTS

The staff of Bluegrass Outpatient Center respects the basic rights of all human beings. These rights include the patient's independence of expression, decision, and action. Concern for the patient's personal dignity and human relationships is always of great importance to our staff. The recognition of the rights and concerns has led to the center's adoption of the following statements of patient rights and responsibilities:

PATIENT RIGHTS

1. Individuals shall be accorded impartial access to available treatment and/or accommodations that are medically indicated, regardless of race, creed, sex, national origin, religion, age, or sources of payment.
2. The patient has the right to considerate, respectful care at all times and under all circumstances, with recognition of his/her personal dignity.
3. The patient has the right, within the law, to personal and informational privacy, as manifested by the right to:
 - A.) Wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment of the patient or other patients.
 - B.) Be interviewed and examined in surroundings designed to assure reasonable audiovisual privacy. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex; and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
 - C.) Expect that any discussion or consultation involving his/her case will be conducted discreetly, and that individuals not directly involved in his/her care will not be present without his/her permission.

- D.) Expect all communications and other records pertaining to his/her care, including the source of payment for treatment to be treated as confidential.
- E.) Have his/her medical record read only by individuals directly involved in his/her treatment, billing or in the monitoring of its quality. Other individuals can only read his/her medical record on written authorization of the patient or legally authorized representative.
4. The patient has the right to expect reasonable safety insofar as the center practices and environment are concerned.
 5. The patient has the right to know the identity and professional status of individuals providing service to him/her and to know which therapist is primarily responsible for his/her care. This includes the patient's right to know of the existence of any professional relationship to any other healthcare or education institutions involved in his or her care. Participation by patients in clinical training programs or in the gathering of data for research purposes should be voluntary.
 6. The patient has the right to reasonable, informed participation in decisions involving his/her healthcare. Patients (and when appropriate their families) are informed about the outcomes of care, including unanticipated outcomes. To the degree possible, this is based on a clear, concise explanation of his/her condition and of all proposed technical procedures, including the possibilities of any risk of mortality or serious side effects, problems related to recuperation, and probability of success. The patient is not subjected to any procedure without his/her voluntary, understanding consent or the consent of his/her legally authorized representative. Where medically significant alternatives for care or treatment exist, the patient is so informed.
 7. The patient may refuse a particular treatment or procedure, or may refuse to be seen by a particular therapist.
 8. The patient has the right to an Advance Directive in accordance with applicable Federal and State laws and to expect that his/her wishes will be carried out. (See pages 11 & 12 for more details)
 9. Regardless of the source of payment for care, the patient

- has the right to request and receive an itemized and detailed explanation of the total bill for services rendered in the center.
10. The patient is informed of the center rules and regulations applicable to conduct as a patient. Patients are provided mechanisms that provide for the consideration of other patient needs including resolution of complaints. A patient, family member or guest wishing to state a complaint regarding any aspect of our facility may make their concern known (see page 14 for details / Patient Grievance Policy).
 11. Special arrangements will be made, whenever possible, to accommodate our patients with special needs. For example, TDD machines and other adaptive equipment are available for our deaf patients. Interpreters can be arranged for any patient who does not speak English. Staff will help with any arrangements for service dogs.
 12. The patient has the right to:
 - Appropriate assessment and management of pain
 - Information about pain and pain relief measures
 - A concerned staff committed to pain prevention and management
 - Health professionals who respond quickly to reports of pain
 - Expect that reports of pain will be believed

QUESTIONS OR CONCERNS REGARDING YOUR
PATIENT RIGHTS MAY REFERRED TO THE
REHAB MANAGER AT (270) 796-6800

PATIENT RESPONSIBILITIES

1. A patient has the responsibility to provide, to the best of her/his knowledge, accurate and complete information about present conditions, past illnesses, hospitalizations, medications, and other matters relating to their health. He/she has the responsibility to report unexpected changes in condition to the responsible therapist. A patient is responsible for making it known whether he/she clearly comprehends a contemplated course of action and what is expected. A patient with special needs (such as a deaf, blind, or non-English speaking patient) is responsible for alerting staff to those needs.
2. A patient is responsible for following the treatment plan recommended by the therapist primarily responsible for his/her care. This includes following instructions of therapist and allied health personnel as they carry out the coordinated plan of care and implement the orders of the responsible therapist, and as they enforce the applicable center rules and regulations. The patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, notify the center 24 hours before the appointment time.
3. The patient is responsible for his/her actions if he/she refuses treatment or does not follow the therapist's instructions.
4. The patient is responsible for assuring that the financial obligations of his/her healthcare are fulfilled as promptly as possible.
5. ***The patient is responsible for being considerate of the rights of other patients and center personnel and for assisting in the control of noise and the number of visitors.*** The patient is responsible for being respectful of the property of other persons and of the center.
6. The patient is responsible for following center rules and regulations affecting patient care and conduct.
7. The patient has a responsibility to discuss with their therapist:
 - Unresolved Pain
 - Pain relief options
 - Pain Management Plan
 - What to expect regarding pain management

PATIENT AND FAMILY EDUCATION FOR PAIN

- Keeping pain under control is important to your well being. Pain can affect your healing, appetite, sleep, and the ability to do things.
- The staff wants to know if you are having pain or discomfort.
- It is important to keep pain from becoming severe. Please tell someone, such as your therapist, if you are in pain.
- It may be impossible for us to make you “pain free,” but working together, we can make you more comfortable.

The pain scales below are used to better understand and express your pain.

PAIN SCALES (Adjective, Color, Number, Wong Baker)

No Pain Annoying Uncomfortable Distressing Dreadful Unbearable



0 1 2 3 4 5 6 7 8 9 10



0
No Hurt

1
Hurts
Little Bit

2
Hurts
Little More

3
Hurts
Even More

4
Hurts
Whole Lot

5
Hurts
Worse

ADVANCE DIRECTIVES

What is an Advance Directive?

Advance Directives are documents which state your choices about medical treatment and/or name someone to make decisions about your medical treatment, if you are unable to make these decisions.

Kentucky law recognizes three types of Advance Directives:

1. *A Health Care Declaration (Living Will)*

What is a Living Will?

A living will is a document which tells your doctor or other health care providers whether or not you want life prolonging treatments or procedures administered to you when you have a terminal condition (without decisional capacity) or are permanently unconscious. A living will goes into effect when your physician has a copy of it, when your physician has determined you are suffering from a terminal condition and are unable to make decisions, or are permanently unconscious; and when the use of life prolonging procedures will only prolong your death.

What are Life Prolonging Procedures?

These are treatments or procedures that do not make you better. They prolong dying. Examples are mechanical respirators which help you breathe and Cardiopulmonary Resuscitation (CPR) which restores your heartbeat, or artificially provided nutrition and hydration.

2. *Living Will with a Designation of a Health Care Surrogate*

What is a Health Care Surrogate?

A Health Care Surrogate is a person you choose to make decisions about your medical treatment. Under Kentucky law, if a healthcare surrogate resigns, is unavailable, or refuses to make decision, the doctor proceeds as if no surrogate exists. If a Healthcare Surrogate (or Durable Power of Attorney covering healthcare decisions) does not exist, decisions are obtained from the following, in the order listed below:

- 1.) Spouse
- 2.) Adult children over 18 years of age
- 3.) Parents
- 4.) Next available relative

3. *A Durable Power of Attorney for Health Care*

What is a Durable Power of Attorney?

A Durable Power of Attorney is a legal document which may designate a person to make healthcare decisions as well as personal and financial decisions for you. This document should be drafted by an attorney.

QUESTIONS:

Do I have to have an Advance Directive?

No, it is entirely up to you. However, if you are unable to make your own choices, advance directives can help solve important issues.

Do Advance Directives apply if a woman is pregnant?

No, and Advance Directive does not apply during pregnancy.

We have provided this information so you may make decisions concerning advance directives before a terminal condition or permanent unconsciousness occurs. ***If you have made a living will or signed a power of attorney or designation about healthcare matters, you should provide the center with a copy of each, each time you register.*** We recommend you discuss this matter with your physician and attorney.

AIDS & YOU

This organization provides quality services to ALL patients, regardless of HIV status.

What Does AIDS Mean To You?

AIDS stands for *acquired immune deficiency syndrome*. It is a disease caused by a virus that can destroy the body's ability to fight off illness. The AIDS virus makes you unable to fight other diseases that invade your body. These diseases can kill you.

There is presently no cure for AIDS.

Many people feel that only certain "high risk groups" are infected by the AIDS virus. This is untrue. *Who you are has nothing to do with whether you are in danger of being infected with the AIDS virus. What matters is what you do.*

Regardless of what you may have heard, the AIDS virus is easily avoided. You can't get it through casual contact in school, in the work place, at parties, in resident facilities and resident camps, child care centers, stores, or by going swimming in a pool where a person with AIDS virus has been swimming.

You also won't get it from towels in a locker room, or the shower, or the whirlpool, or by using exercise equipment. It won't be passed through a glass or eating utensils. Nor do you have to worry about shaking hands, hugging, or being in a covered elevator with a person who is infected with the virus.

No one has ever gotten the AIDS virus from a mosquito or any other insect bite, or from a toilet seat, urine, excrement, sweat, saliva, or even from a kiss.

There are actually very few ways you can be infected by the AIDS virus:

- It is transmitted through semen, vaginal secretions, and blood. (Therefore, you can become infected by having sex with an infected person)
- Using drugs and sharing a needle and/or syringe
- By being born to a woman who is infected with the AIDS virus. (Babies of women who have been infected with the AIDS virus may be born with the infection because it can be transmitted from the mother's blood to the baby before or during birth.)
- People with hemophilia and others have been infected by
- receiving blood or blood products, especially prior to 1985.

Would You Like More Information?

If you'd like to know more about AIDS, talk to your doctor, local health department, or hospital. In addition, you can get helpful, confidential information from the National AIDS hotline, 1-800-232-4636. It's open 24 hours a day. The Spanish hotline is 1-800-344-SIDA, (1-800-344-7432). The Kentucky HIV/AIDS Program number is 502-564-6539. You can also call your local Health Department's AIDS Coordinator.

PATIENT GRIEVANCE POLICY

Bluegrass Outpatient Center is a private rehabilitation center with the primary purpose of assisting the physically and/ or mentally handicapped adults and/or children in realizing their maximum potential in all areas of function and development through the physical restoration, speech and educational development, vocational development and educational programming.

Bluegrass Outpatient Center staff makes every effort to provide optimal and appropriate services to our patients and clients in a professional and courteous manner. If for any reason, you or any member of your family has a complaint concerning the center, we would appreciate your immediate cooperation in informing us and enabling us to improve or change provision of services if deemed necessary.

Grievance Complaints Can Be Made By:

- Contacting our center's Rehab Manager: (270) 796-6800
- Calling CHC (Commonwealth Health Corp)(270) 745-1000 (ask for 5000 line - This can be used to share grievances *or compliments*)
- Writing a letter of complaint:
Bluegrass Outpatient Center
Attn: Rehab Manager
1110 Wilkinson Trace
Bowling Green, KY 42103

HARTLAND MASSAGE

The therapeutic benefits of massage may promote an individual's total wellness. Benefits of massage include improved circulation, improved muscle tone and stimulation of the nervous system. The highly-trained licensed massage therapists offer numerous types of therapy treatments, including:

Chair Massage	Hot Stone Massage	Reflexology Massage
Couples Massage	Prenatal Massage	Sports Massage
Deep Tissue Massage	Rehabilitative Massage	Swedish Massage

Contact Information & Pricing:

Location: 1225 Fairway Street Suite 201
(above Urgent Care in Bowling Green)
Phone # (270) 796-6838
Fax # (270) 796-6837
Website: www.hartlandmassage.com

Gift Certificates:

Massages Make Great Gifts!

Gift Certificates can be purchased:

- 1.) On Line at www.hartlandmassage.com
- 2.) At Hartland Massage
- 3.) At Bluegrass Outpatient Center

Days of Operation:

Monday through Saturday

Business Hours:

Check www.hartlandmassage.com or Call (270) 796-6838

Feature Massages:

Throughout the year various massages are featured at a special price. You can see featured massages and sign up for the *VIP E-mail Club* to receive monthly updates by going to the Hartland Massage Website.

Wellness Packages:

If you love the health benefits of massage, you may want to check out the Massage Wellness Packages! Packages include 5, 10, or more massage gift certificates at up to 30% off the regular price. Massage Wellness Packages are available in Swedish, Deep Tissue or Sports.

JUST FOR WOMEN PHYSICAL THERAPY & WELLNESS

Care Provided By Women Just for Women

What is Just for Women Physical Therapy & Wellness?

Just for Women Physical Therapy and Wellness is the first specialized women's-only physical therapy clinic of its kind in Southcentral Kentucky. **Just for Women Physical Therapy** staffs highly skilled and experienced therapists, who deliver customized treatments and exercise programs, in a private and comfortable environment, tailored to a woman's unique needs.

Is Just for Women Physical Therapy participating with my insurance?

Just for Women Physical Therapy is a program of Bluegrass Outpatient Center. If your insurance is participating with Bluegrass Outpatient Center ***it is participating*** with Just for Women Physical Therapy.

Does it cost extra to be seen at Just for Women?

There is no extra charge to be treated through the Just for Women program.

Where is Just for Women Located?

Just for Women is located on the second floor in the same building as Bluegrass Outpatient Center, but has a separate entrance in the back of the building on the second floor (elevator and handicap accessible).

Types of Services Offered

Physical Therapy / Occupational Therapy	Osteoporosis Rehabilitation
Prenatal Rehabilitation	Fibromyalgia Rehabilitation
Aquatic Therapy	Postpartum Rehabilitation
Incontinence Rehabilitation	Lymphedema
Pelvic Pain Rehabilitation	

INSURANCE NOTES & TIPS

Checking your benefits:

As a courtesy we will be glad to contact your insurance company to verify your benefits. The information obtained will be communicated to you; however, this may not always reflect your actual policy benefits. You as the policy holder still retain the responsibility to understand the benefits of the plan you carry.

Coordination of Benefits:

It is not uncommon for claim processing to be halted due to Coordination of Benefits information needed by your insurance company. This can usually be quickly remedied by answering a few simple questions on a form sent to you by your insurance company. It is important this information be sent back to them as soon as possible. ***The billing process can not continue until this information is received by your insurance company*** (Note: some insurance companies allow you to do this on-line and or over the phone for quicker processing).

Copies of Medical Records:

Contact ***Release of Information Department: (270) 745-1271***

Workers' Compensation:

It is important that your claims are submitted with the correct information. If an injury happened at work it needs to be identified on your claim that way. ***REMEMBER:*** The issue is not whether or not your employer wants to pay or be responsible, the question is – did this injury happen at work? It's important to note the time and date of the injury and who you reported the injury to.

Auto Accidents: Key Points in Assisting with your claims processing.

- 1.) *Complete the forms needed* by the Auto Insurance as quickly as possible.
 - a.) The initial accident information
 - b.) Follow up PIP letter (if applicable)

- 2.) *Benefits Exhausted:* Once benefits have been exhausted any remaining balance will then either be billed to your commercial insurance (if one is listed) or the balance will be directly billed to you if no other insurance is on file.

Note: It's very helpful to have your commercial insurance on file when you register; thus, claims can continue to process accordingly once Auto Benefits have been exhausted.

3.) Attorneys and Litigation Status:

If an attorney is handling your case, please be sure and contact us with that information so we can work with them to get your account processed as quickly as possible.

Helpful Information: Attorney's office name
Address & Phone #
Case Manager (if applicable)

Note: It is imperative to make proper payment arrangements even if your account is being handled by an attorney. Just "having an attorney" WILL NOT KEEP YOUR ACCOUNT FROM GOING TO BAD DEBT.

Your balance will either need to be:

- 1.) ***Paid off in full.***
- 2.) ***Set up on a budget.***
- 3.) ***Lien Letter Signed by you and your attorney and returned promptly.***

Contact Account Representative for assistance: 270-796-6866

4.) Self Pay Balances:

Unpaid balances, including all applicable co-payments, co-insurance, deductibles and any non-covered services are the responsibility of the patient and must be paid within 30 days of receipt of the statement. Payments may be made via:

- Cash , Check, or Money Order
- Visa
- Mastercard

If for some reason you are unable to pay off your balance in ***FULL*** within 30 days be sure to contact our billing office to set your account on a **Budget Plan**.

NOTE!

- 1.) If you do not set your account up on a budget plan and simply keep paying on your account, your statements will continue to cycle through the collections system. You can only stop this process by either paying your account off in full or setting your account up on a Budget Plan.
- 2.) **YOU CAN ALWAYS PAY YOUR ACCOUNT OFF AT ANYTIME.** Even if your account is set up on a Budget Plan, you can still pay it off at any time.

ONLINE RESOURCES

Pay Online: You can make payments on line by visiting our Website at www.CFRBILLING.COM

By using the account # located on the back bottom portion of your statement you can easily set yourself up on-line access to:

- *Make Payments
- *Check Account Balances
- *Update Account Information
- *Access Resources on Bill Organization
- *Look at the Billing Term Glossary
- *Obtain Helpful Hints on Shopping for Health Insurance
- *Access the Guide on how to Appeal Insurance Denials
- *Set up to receive your statements on line

Billing Office Contact Phone is (270) 796-6866

Changes in Insurance

If at any time during your treatment you have changes in your insurance, please contact us with the new information. These changes could be due to (but not limited to):

- 1.) New Insurance Provider
- 2.) Same Insurance Provider but different plan.
- 3.) Same Insurance Provider but new ID# and or new group #.
- 4.) New billing address information
- 5.) Changes as to which plan is primary
- 6.) Change as to Subscriber / Dependent status
- 7.) Termination of Policy / no new policy

The insurance needed to bill your therapy is directed by the active coverage you had during the dates you received therapy.

How to make changes in your insurance:

- 1.) At check in when you come for your treatment.
- 2.) Call (270) 796-2518 – Intake Coordinator
- 3.) Use the Online Resources at www.CFRBILLING.COM

PATIENT QUICK NOTES AND REFERENCE PAGE

My Appointments:

Therapist Names:

***Be sure to call 24 hours BEFORE my appointment to cancel should I not be able to come to avoid a No Call No Show Fee:
Bluegrass Outpatient Center: 270-796-6800
Just for Women Physical Therapy and Wellness: 270-796-3530***

Questions I want to ask my therapist:

Things I need to remember to bring with me when I come back for next appointment:

Upcoming Doctor's Appointments:

Things I need to be sure and discuss with my doctor:

***Billing Questions, Inquires etc: 270-796-6866
Don't forget to review pages 18 & 19 for great reference information on insurance processing issues.***

Precautionary Instructions:

Given by Clinician:
