



Welcome Letter: New Patient

Welcome to Point Performance, the home of Point Performance Medicine and Point Performance Therapy.

We are pleased you've chosen us to assist you with your physical medicine and therapy needs. Our goal is to provide you with the highest quality and current treatments available in a professional and caring manner. We are committed to helping you attain your rehabilitation goals, while providing you with outstanding service.

Please review our policies to familiarize yourself with our office operations and maximize the benefit from your initial visit. You can read more at our website (www.pointperformance.com) or by going [here](#).

WHAT TO EXPECT AT YOUR INITIAL VISIT

- Your visit will include a comprehensive diagnostic assessment and provide you with a better understanding of the root cause of your discomfort, condition or ailment, as well as an understanding of how we are going to treat you. Once a diagnosis is made, we will work with you and your referring physicians to develop your personalized treatment plan.
- Your appointment will begin at the time noted in our office communications. Our goal is to minimize your wait time. On time arrivals allows us do that!
- Plan on arriving 15 minutes early for your first appointment in order to allow time to complete our registration and medical history forms. You can also find these forms on our website (www.pointperformance.com) or by going [here](#). Please bring the completed forms with you to your appointment.
- If you are coming for physical therapy, please wear loose-fitting clothing that allows your therapist to work on the areas of concern. Wear comfortable athletic shoes. We have changing rooms within our office, however there are no shower facilities.
- Treatments are provided in private treatment rooms and/or in a common exercise area where other staff and patients may be present.

WHAT TO BRING TO YOUR FRST VISIT

- X-rays, MRIs or other related tests
- Your health insurance card
- A valid government-issued driver's license or other photo identification

LATE ARRIVAL AND CANCELLATIONS

- If you arrive past your appointment time, we will do everything we can to accommodate you. If you are more than 15 minutes late, however, you may be asked to reschedule. Please understand our commitment to outstanding service extends to all of our clients. If you know you are running a few minutes late, we'd appreciate a call with an approximate arrival time.
- We know it is not always possible to keep your scheduled appointment. Should you need to cancel an appointment, kindly give us at least 24 hours advance notice. We reserve the right to apply a charge if your appointment isn't cancelled or rescheduled 24 hours in advance.

FINANCIAL POLICY

- Insurance
 - *Point Performance Medicine:* we accept many insurance plans, including Carefirst BCBC PPO/HMO, Aetna, Cigna and Medicare. We will call and verify your insurance benefits as a courtesy prior to your first appointment. You should, however, be aware of any limitations or stipulations your insurance plan may have regarding physical therapy care. It is important that we have accurate and complete information on your insurance coverage and that all your insurance plan's requirements are met prior to our providing services. You may also need to obtain preauthorization or referrals prior to service. It is your responsibility to pay for all services provided that are not covered by insurance.
 - *Point Performance Therapy:* we are fee-for-service, meaning your full payment is expected at the time of service. As a courtesy, we file out-of-network claims for select insurance companies. Please contact the front desk if you have additional questions or require further information.
- Payment of copays, deductibles, and non-covered services is expected at the time of service. Patients without insurance are expected to make payment or make other payment arrangements prior to service.
- We accept Mastercard, Visa, American Express, and Discover credit cards, Health Saving Accounts (HSAs) and Flexible Savings Accounts (FSAs), personal checks and cash. Checks returned for non-sufficient funds will be charged \$40.

PATIENT PORTAL

We strongly recommend you sign up to access our Patient Portal. When you register on the Patient Portal you'll be able to:

- Schedule appointments, with reminders
- Complete or review your history on-line
- Locate important medical forms, including Patient Registration, Medical History, Liability Release, and Privacy Policy
- Access your clinical summary after each appointment with your provider
- Find information on our billing procedures
- Ask clinical questions directly to your provider or send an urgent message
- View lab results
- To register on the Patient Portal, please visit www.pointperformance.com

PRIVACY AND SECURITY POLICY

- Your privacy and the privacy of your health information is very important to us. We will not disclose your medical record information unless you direct us to do so or the law authorizes or compels us to do so. Our staff and providers only access patient information as necessary to do their jobs, and are annually trained and tested to the highest standard of patient privacy. You may read more about our privacy practices by inquiring at the front desk or by going [here](#).

OFFICE HOURS, CONTACT AND LOCATION

- We are located at 6400 Goldsboro Road, Bethesda, MD 20817, Suite #340
- Point Performance Medicine: 301-493-8884/Point Performance Therapy: 301-244-9099
- Our office is open 6:30 am – 7:00 pm, Monday through Friday and most Saturdays from 8:00 am – 1:00 pm.
- After hours, if you experience an emergency, call 911 or proceed to the nearest emergency room. If you'd like to check in with the Point Performance Medicine doctor-on-call after hours, please call 301-493-8884 and follow the prompts. The on-call doctor does not process refill requests for medication.
- Free parking is available on-site.

APPOINTMENT SCHEDULING

- For physical therapy, you will most likely need to set up regular appointments for a period of time. Our physical therapy schedule allows patients to secure multiple appointments for four weeks, so you have the ability to ensure continuity and consistency.
- If you are scheduled for surgery, we recommend you schedule four weeks of physical therapy in advance of your surgery. Research shows that those who have adhered to physical therapy in advance of surgery demonstrate better outcomes and quicker recovery.
- To schedule your appointments with one of our therapists please call or e-mail, or once registered, you can schedule appointments through the Patient Portal.
- Every effort is made to see our patients for medical problems during office hours. Please note that our schedulers are available and will do their best to accommodate you. Scheduling an appointment is essential to ensuring all patients receive quality medical care.

We welcome your feedback on how we can better serve you and our community.

Relieve. Regenerate. Restore.

The Point Performance Team