



Relieve Pain
Restore Function
Return to Life!

Welcome to DeSoto Physical Therapy! We realize that you, as a patient, can choose from a variety of healthcare providers, so we would like to thank you for choosing us! Our goal is to exceed all of your expectations and get you back to living the life you desire.

What you can expect from DeSoto PT:

- **One-on-one individualized care:** You will be seen by a licensed Physical Therapist at every treatment session who will constantly evaluate and re-evaluate your needs and direct your care appropriately.
- **Affordable:** We accept most health insurances, including Medicare, and also have a very affordable self-pay option. We will also verify your insurance for you so that there are no unpleasant surprises.
- **Convenient:** DeSoto P.T. is the only physical therapy clinic in Stonewall and north DeSoto Parish. Our normal operating hours are 8 am to 5 pm, but early and late appointments are available on request to accommodate your schedule.

We are here to serve you! If you have questions or concerns, please don't hesitate to contact us. You can call or text any time at (318) 775-9870.

Doug James, PT, DPT
Doctor of Physical Therapy
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What to Expect

Prior to your initial visit:

Prescription for treatment:

Most patients come to us with a prescription for physical therapy that was issued by their physician --this prescription is similar in form to what you take to the drugstore for medicine -- and includes recommendations for treatment.

Insurance verification:

Our staff will verify your insurance and our participation in your specific insurance plan.

Initial Evaluation:

What to wear:

We usually recommend that patients wear looser-fitting exercise clothing and supportive shoes for maximum comfort.

Patient registration forms:

Please arrive 10-15 minutes early to allow time to complete your new patient registration forms. You can also stop by the clinic to pick up the forms ahead of time or they can be emailed to you.

Meet the therapist:

You will meet with the therapist who will evaluate your injury or condition, discuss your goals and specific needs, and develop an individualized treatment plan. The length of your treatment plan and frequency of visits is based on your specific injury/condition, the physician prescription, your insurance plan, and the therapist's recommended treatment plan.

Regularly Scheduled Appointments:

The therapist will schedule additional therapy visits as necessary in order to achieve your goals. We will work with you to make appointments convenient around your schedule. Our normal business hours are from 8 to 5 M-F, but we have after hours and weekend appointments available as needed.

Home Exercise Programs

You will be provided with a home exercise program that compliments your plan of care. The home program is a very important part of the healing process and will assist you in achieving your goals.

Communication

We are here for you! If you have any questions or concerns, feel free to call or text us at (318) 775-9870. The therapist will also maintain regular contact with your doctor, surgeon and/or case manager to ensure timely updates on your progress.



Insurance and Patient Responsibility

Before an initial evaluation, we will verify insurance coverage for all of our patients. We will also bill your insurance company on your behalf and only collect the amount deemed your responsibility by your insurance plan. This will include payment for any copayment at the time of service and for any deductible/coinsurance or non-covered services determined by your policy with the insurance company.

The verification we receive from your insurance plan is not a guarantee of benefits. We recommend that you also verify your therapy benefits with your insurance company prior to your first appointment and let us know if there are inconsistencies with the coverage quoted.

What is co-insurance?

Co-insurance is a form of medical cost sharing that requires an insured person to pay a stated percentage of medical expenses after the deductible has been met.

What is a deductible?

A deductible is a fixed dollar amount during the benefit period that an insured person pays before the insurance company starts to make payments for covered medical services.

What is a co-payment?

A co-payment is a per-person, per-visit amount that you are expected to pay before your insurance company begins covering the cost of your care. The provider of care is directed by the insurance company to collect the co-payment from the patient prior to treatment.

How do I know if I have a co-payment?

If you have a co-payment, it will often say so on your insurance identification (ID) card. Other information sources are your insurance benefit booklet, your insurance company's customer service department (number often listed on the back of your ID card), or your employer's Human Resources Department.

Why do I have a co-payment?

The required co-payment amount due by the patient is based on the contract you have with your insurance company, chosen by you or your employer.

How do I make a co-payment?

Co-payments are required to be paid at each visit. For your convenience, co-payments may be made using cash, check, or credit card.



Notice of Patient Privacy Practices

Effective 01/01/2016

This notice describes how medical information about you may be used or disclosed and how you can get access to information. Please review it carefully.

DeSoto Physical Therapy, LLC's Legal Duty

DeSoto Physical Therapy, LLC (DeSoto PT) uses your personal health information for treatment, obtaining payment for treatment, conducting internal administrative activities, and evaluating the quality of care that we provide. For example, DeSoto PT may use your personal health information to contact you to provide appointment reminders, or information about treatment alternatives or other health related benefits that could be of interest to you.

DeSoto PT may also use or disclose your personal health information without prior authorization for public health information purposes, for auditing purposes, for research studies and for emergencies. We also provide information when required by law.

In any situation, DeSoto PT's policy is to obtain written authorization before disclosing your personal health information. If you provide us with written authorization to release your information for any reason, you may later revoke that authorization to stop future disclosures at any time. DeSoto PT may change its policy at any time. When changes are made, a new Notice of Information Practices will be posted in conspicuous locations in the clinic and will be provided upon your next visit. You may also request an updated copy of our Notice of Information Practices at any time.

Patient's Individual Rights

You have the right to review or obtain a copy of your personal health information at any time. You have the right to request that we correct any inaccurate or incomplete information in your records. You also have the right to request a list of instances where we have disclosed your personal health information for reasons other than treatment, payment or other related administrative purposes.

You may also request in writing that we not use or disclose your personal health information for treatment, payment, and administrative purposes except when specifically authorized by you, when required by law or in emergency circumstances. DeSoto PT will consider all such requests on a case by case basis, but the practice is not legally required to accept them.

Security Monitoring

DeSoto Physical Therapy uses a closed circuit video surveillance system for security. At no time will recordings be used for any other purpose. There are 4 cameras, all in clear view and none are present in private areas, including bathroom or curtained off areas of the clinic. Please contact the Director of Business Operations if you have any concerns.

Concerns and Complaints

If you are concerned that DeSoto PT may have violated your privacy rights or if you disagree with any decisions we have made regarding access or disclosure of your personal health information, please contact our Director of Business Operations at the address below. You may also send a written complaint to the US Department of Health and Human Services. For further information on DeSoto PT's health information practices or if you have a complaint please contact the following person:

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