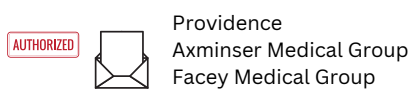


**After booking your office appointment, here is your checklist for appointment day:**

**Health Insurance Card(s)**  
if using *PPO, Medicare, POS, HMO*  
It's your job to understand your health insurance.



Copy of **Authorization #**  
and letter (digital or paper) if using HMO



**Credit Card Payment** if applicable.  
You may need to handle a fee at check in.  
Read the consents in this packet to learn more.



**Valid Photo ID**



**X-Ray & Reports** if taken in  
**last 3 months** specific to body part



**List of Medications**  
Bring list and TAKE PICTURES of the  
medications as a back up.



The list of medications is very important so provider makes the right medical decisions about your treatment.

**CT Scan and/or MRI Image(s) & Reports**  
if taken in **last 12 months**  
specific to body part




**Completed Registration Forms**  
in this packet.




**Wear loose fitting gym or street clothing** so  
easier for you to be examined.



**Arrive 15 minutes before appointment  
time at OSS** Orthopaedics, Pain  
Management & Imaging office. Cancel?  
Call or text 1 business day before.

 **Burbank | Main Office**  
Pacific Ave & Hollywood Way  
3413 W Pacific Ave, #100  
Burbank, CA 91505  
T: (818) 841-3936  
F: (818) 841-5974

- Dr. Yuri Falkinstein
- Dr. Chrystina Jeter
- Dr. Mark Mikhael
- Dr. Ray Raven, III
- Dr. Shahan Yacoubian
- Dr. Stephan Yacoubian
- Dr. Jeffrey Korchek
- Dr. Richard Feldman
- Dr. Michael Moses
- Orthopaedic PAs
- MRI, CT Scan, Bone Density Scan (DEXA)

 **Glendale Office**  
1300 S. Central Ave  
Glendale, CA 91204  
T: (818) 841-3936  
F: (818) 841-5974

- Dr. Chrystina Jeter
- Dr. Michael Moses

Եթե դժվարանում եք անգլերեն հասկանալ:  
խնդրում ենք ձեզ հետ բերել ձեր  
թարգմանիչը: Շնորհակալություն!

Si tiene dificultad entendiendo 'o' leyendo Ingles por  
favor de traer un traductor

**Still have a question?**

Ready to Email Your **Completed Forms?**



**Email us! [info@ossburbank.com](mailto:info@ossburbank.com)**

## A MESSAGE TO OUR PATIENTS ABOUT ARBITRATION

The attached contract is an arbitration agreement. By signing this agreement we are agreeing that any dispute arising out of the medical services you receive is to be resolved in binding arbitration rather than a suit in court. Lawsuits are something that no one anticipates and everyone hopes to avoid. We believe that the method of resolving disputes by arbitration is one of the fairest systems for both patients and physicians. Arbitration agreements between health care providers and their patients have long been recognized and approved by the California courts.

By signing this agreement you are changing the place where your claim will be presented. You may still call witnesses and present evidence. Each party selects an arbitrator (party arbitrators), who then select a third, neutral arbitrator. These three arbitrators hear the case. This agreement generally helps to limit the legal costs for both patients and physicians. Further, both parties are spared some of the rigors of trial and the publicity that may accompany judicial proceedings.

Our goal, of course, is to provide medical care in such a way as to avoid any such dispute. We know that most problems begin with communication. Therefore, if you have any questions about your care, please ask us.

## PHYSICIAN-PATIENT ARBITRATION AGREEMENT

**Article 1: Agreement to Arbitrate:** It is understood that any dispute as to medical malpractice, that is as to whether any medical services rendered under this contract were unnecessary or unauthorized or were improperly, negligently, or incompetently rendered, will be determined by submission to arbitration as provided by California law, and not by a lawsuit or resort to court process except as California law provides for judicial review of arbitration proceedings. Both parties to this contract, by entering into it are giving up their constitutional right to have any such dispute decided in a court of law before a jury, and instead are accepting the use of arbitration.

**Article 2: All Claims Must be Arbitrated:** It is the intention of the parties that this agreement bind all parties whose claims may arise out of or relate to treatment or service provided by the physician including any spouse or heirs of the patient and any children, whether born or unborn, at the time of the occurrence giving rise to any claim. In the case of any pregnant mother, the term "patient" herein shall mean both the mother and the mother's expected child or children.

All claims for monetary damages exceeding the jurisdictional limit of the small claims court against the physician, and the physician's partners, associates, association, corporation or partnership, and the employees, agents and estates of any of them, must be arbitrated including, without limitation, claims for loss of consortium, wrongful death, emotional distress or punitive damages. Filing of any action in any court by the physician or patient to collect or contest any medical fee shall not waive the right to compel arbitration of any malpractice claim. However, following the assertion of any malpractice claim, any fee dispute, whether or not the subject of any existing court action, shall also be resolved by arbitration.

**Article 3: Procedures and Applicable Law:** A demand for arbitration must be communicated in writing to all parties. Each party shall select an arbitrator (party arbitrator) within thirty days and a third arbitrator (neutral arbitrator) shall be selected by the arbitrators appointed by the parties within thirty days of a demand for a neutral arbitrator by either party. Each party to the arbitration shall pay such party's pro rata share of the expenses and fees of the neutral arbitrator, together with other expenses of the arbitration incurred or approved by the neutral arbitrator, not including counsel fees or witness fees, or other expenses incurred by a party for such party's own benefit. The parties agree that the arbitrators have the immunity of a judicial officer from civil liability when acting in the capacity of arbitrator under this contract. This immunity shall supplement, not supplant any other applicable statutory or common law.

Either party shall have the absolute right to arbitrate separately the issues of liability and damages upon written request to the neutral arbitrator.

The parties consent to the intervention and joinder in this arbitration of any person or entity which would otherwise be a proper additional party in a court action, and upon such intervention and joinder any existing court action against such additional person or entity shall be stayed pending arbitration.

The parties agree that provisions of California law applicable to health care providers shall apply to disputes within this arbitration agreement, including, but not limited to, Code of Civil Procedure Sections 340.5 and 667.7 and Civil Code Sections 3333.1 and 3333.2. Any party may bring before the arbitrators a motion for summary judgment or summary adjudication in accordance with the Code of Civil Procedure. Discovery shall be conducted pursuant to Code of Civil Procedure section 1283.05; however, depositions may be taken without prior approval of the neutral arbitrator.

**Article 4: General Provisions:** All claims based upon the same incident, transaction or related circumstances shall be arbitrated in one proceeding. A claim shall be waived and forever barred if (1) on the date notice thereof is received, the claim, if asserted in a civil action, would be barred by the applicable California statute of limitations, or (2) the claimant fails to pursue the arbitration claim in accordance with the procedures prescribed herein with reasonable diligence. With respect to any matter not herein expressly provided for, the arbitrators shall be governed by the California Code of Civil Procedure provisions relating to arbitration.

**Article 5: Revocation:** This agreement may be revoked by written notice delivered to the physician within 30 days of signature. It is the intent of this agreement to apply to all medical services rendered any time for any condition.

**Article 6: Retroactive Effect: If patient intends this agreement to cover services rendered before the date it is signed (including, but not limited to, emergency treatment) patient should initial below:**

**Effective as of the date of first medical services**

\_\_\_\_\_  
Patient's or Patient Representative's Initials

If any provision of this arbitration agreement is held invalid or unenforceable, the remaining provisions shall remain in full force and shall not be affected by the invalidity of any other provision.

I understand that I have the right to receive a copy of this arbitration agreement. By my signature below, I acknowledge that I have received a copy.

**NOTICE: BY SIGNING THIS CONTRACT YOU ARE AGREEING TO HAVE ANY ISSUE OF MEDICAL MALPRACTICE DECIDED BY NEUTRAL ARBITRATION AND YOU ARE GIVING UP YOUR RIGHT TO A JURY OR COURT TRIAL. SEE ARTICLE 1 OF THIS CONTRACT.**

By: \_\_\_\_\_  
Physician's or Authorized Representative's Signature (Date)

By: \_\_\_\_\_  
Patient's or Patient Representative's Signature (Date)

**ORTHOPAEDIC SURGERY SPECIALISTS  
& AFFILIATED ASSOCIATES**

\_\_\_\_\_  
Print or Stamp Name of Physician, Medical Group, or Associate Name

By: \_\_\_\_\_  
Print Patient's Name

By: \_\_\_\_\_  
(if Representative, Print Name and Relationship to Patient)



www.ossburbank.com

# PATIENT PERSONAL FORM

Kindly use Black Ink

## GENERAL

Patient Name				Last Name		First Name		M.I.		Today's Date (MM/DD/YY)							
Social Security #			Driver's License / State Issued			Gender			Date of Birth (MM/DD/YY)								
						Male			Female								
Email Address (Tip! Email will get you access to our OSS Patient Portal)						Name of Spouse / Partner											
Home Address (Please include Street Number, Street Name, City, State, Zip Code)																	
Primary Telephone (1st # to reach you)						Secondary Telephone											
Cell						Home						Work					
Emergency Contact, Your Relationship, & Primary Telephone																	

## EMPLOYMENT

Employer & Job Title											
Is this a work related injury?						Work Comp Insurance Carrier & Claim #					
Yes						No					
If yes, has your employer been notified?						Claim Adjuster & Telephone					
Yes						No					

## PHARMACY (Tip! We can refill your Rx faster if you provide us this information)

Pharmacy Name, Address & Telephone											
------------------------------------	--	--	--	--	--	--	--	--	--	--	--

## MEDICAL REFERRALS

Who referred you to our practice?																																																																																			
Doctor												Relative												Friend												Internet												Hospital												Insurance Company												Name											

## LEGAL

Is there a legal case or lawsuit involved with this injury?						Yes						No						Attorney or Liability Representative Name and Telephone											
Is an attorney, liability carrier, or auto insurance involved in payment?						Yes						No																	

## PRIMARY INSURANCE

Insurance Company Name						I.D. / Policy Number						Group Number					
Insured Name						Insured Social Security #						Insured Date of Birth (MM/DD/YY)					
Subscriber of the Health Insurance & Relationship						Subscriber Social Security #						Subscriber Date of Birth (MM/DD/YYYY)					

## SECONDARY INSURANCE

Insurance Company Name						I.D. / Policy Number						Group Number					
Insured Name						Insured Social Security #						Insured Date of Birth (MM/DD/YY)					
Subscriber of the Health Insurance & Relationship						Subscriber Social Security #						Subscriber Date of Birth (MM/DD/YYYY)					

## AUTHORIZATION

I hereby certify that the above information is true and correct to the best of my knowledge. I authorize examination and all services deemed medically necessary. I authorize the release of all medical information necessary to process my claim. I agree to assume financial responsibility for ALL services provided.

**X**  
 Signature of Patient or Responsible Party \_\_\_\_\_ Date \_\_\_\_\_



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# MEDICAL QUESTIONNAIRE

## Pain Management & Regenerative Medicine

Page 1 of 3

KINDLY USE BLACK INK

### GENERAL

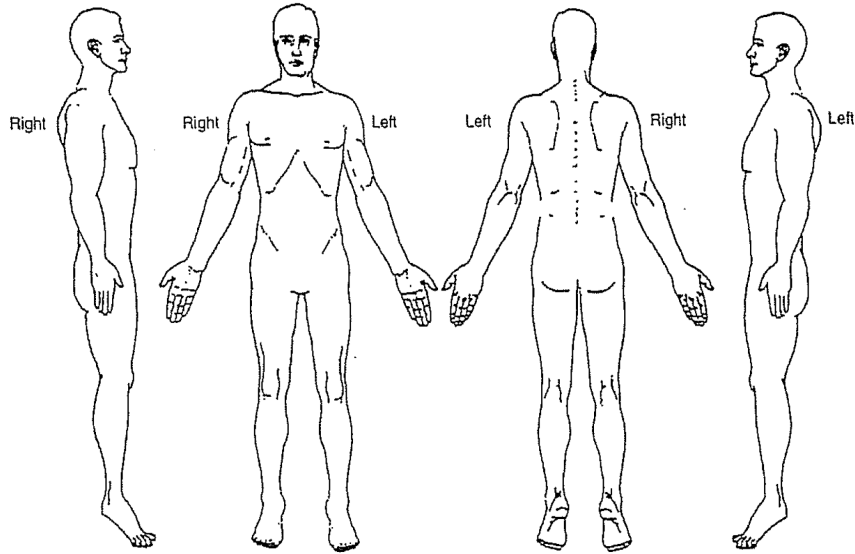
Patient Name	<i>Last Name</i>	<i>First Name</i>	<i>M.I.</i>	Today's Date (MM/DD/YY)
Gender	Male	Female	Height	Weight

Which doctor referred you to OSS Pain Management & Regenerative Medicine?

### PAIN: What is the current level of your pain?

Mark the drawing below with an X to show where you have the most severe pain.

Shade in the areas where you have less severe pain.



On a scale of 0 - 10 (0=no pain, 10=worst pain possible), what is your level of pain? 0 1 2 3 4 5 6 7 8 9 10

How often do you have pain?

Constantly      Comes & Goes      Certain Time of Day: \_\_\_\_\_      With this Activity: \_\_\_\_\_

Have you been seen at a Pain Management Clinic before?      No      Yes

If yes, what was the the date(s), duration, and location / name of clinic? \_\_\_\_\_

How did your pain start?

Work Injury    Illness    No Obvious Cause    Injury, Not at Work    Motor Vehicle or Motorcycle Accident    Other: \_\_\_\_\_

How long have you had this pain? \_\_\_\_\_

How would you describe how your pain feels? \_\_\_\_\_

What makes your pain feel:

Better? \_\_\_\_\_

Worse? \_\_\_\_\_

How is your sleep? Describe. \_\_\_\_\_

**GENERAL**

Patient Name	<i>Last Name</i>	<i>First Name</i>	<i>M.I.</i>	Today's Date (MM/DD/YY)
--------------	------------------	-------------------	-------------	-------------------------

**HISTORY OF TREATMENT: How have you tried to manage the pain?**

Have you used any of these treatment(s) to ease your pain? Please check as it applies, provide the date(s), and describe outcome.

				Date(s) Tried	Outcome / Reason(s) Stopped?
<b>Services</b>					
Physical Therapy	No	Yes		_____	_____
TENS Unit	No	Yes		_____	_____
Aqua Therapy	No	Yes		_____	_____
Acupuncture	No	Yes		_____	_____
Biofeedback	No	Yes		_____	_____
Spinal Cord Stimulation (SCS)	No	Yes		_____	_____
Relaxation, imagery, mindfulness	No	Yes		_____	_____
<b>Injections</b>					
Epidural Injection	No	Yes		_____	_____
Transforaminal (Nerve Block) Injection	No	Yes		_____	_____
Sacroiliac (SI) Joint Injection	No	Yes		_____	_____
Facet Injection	No	Yes		_____	_____
Trigger Point Injection	No	Yes		_____	_____
Rhizotomy Injection	No	Yes		_____	_____
Other	No	Yes		_____	_____
<b>Regenerative Medicine</b>					
Platelet Rich Plasma (PRP)	No	Yes		_____	_____
Stem Cell	No	Yes		_____	_____
Prolotherapy	No	Yes		_____	_____
Cartilage Regeneration	No	Yes		_____	_____
<b>Nonsteroidal Medications</b>					
Motrin (Ibuprofen)	No	Yes		_____	_____
Aleve	No	Yes		_____	_____
Naproxen	No	Yes		_____	_____
Mobic (Meloxicam)	No	Yes		_____	_____
Lodine (Etodolac)	No	Yes		_____	_____
<b>Other</b>					
Aspirin	No	Yes		_____	_____
Tylenol	No	Yes		_____	_____
Other	No	Yes		_____	_____
<b>Muscle Relaxants</b>					
Baclofen	No	Yes		_____	_____
Robaxin	No	Yes		_____	_____
Zanaflex	No	Yes		_____	_____
Skelaxin	No	Yes		_____	_____
Flexeril	No	Yes		_____	_____

**GENERAL**

Patient Name *Last Name* *First Name* *M.I.* Today's Date (MM/DD/YY)

**HISTORY OF TREATMENT: How have you tried to manage the pain?**

Have you used any of these treatment(s) to ease your pain? Please check as it applies, provide the date(s), and describe outcome.

	No	Yes	Date(s) Tried	Outcome / Reason(s) Stopped?
<b>Narcotics (Opioids)</b>				
Codeine	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Percocet	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Oxycodone	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Hydrocodone (Norco)	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Opana (Oxymorphone)	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Morphine	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Oxycontin	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Avinza	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Hysingla	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Duragesic (Fentanyl)	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Suboxone	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
<b>Neuromodulators</b>				
Neurontin (Gabapentin)	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Topamax	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Lyrice	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Cymbalta	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Gabitril	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____

What allergies do you have? \_\_\_\_\_

**SOCIAL HISTORY: What social factors should we consider in your care?**

Have you ever used any of the following drugs? Check as it applies.

Marijuana	Heroin	Suboxone	Sedative / Downers	Inhalants	Amphetamines	Cocaine	Bath Salts
-----------	--------	----------	--------------------	-----------	--------------	---------	------------

Please check your response. Scale: 1 = Never, 2 = Seldom, 3 = Sometimes, 4 = Often, 5 = Very Often

How often do you have mood swings?	1	2	3	4	5
How often do you smoke a cigarette within an hour of waking up?	1	2	3	4	5
How often have you taken medication other than the way it was prescribed?	1	2	3	4	5
How often have you used illegal drugs in the past five years?	1	2	3	4	5
How often in your lifetime have you had legal problems or been arrested?	1	2	3	4	5

Comments: \_\_\_\_\_

Have you ever thought you should cut down on your drinking or drug use?	No	Yes
Have people ever annoyed you by criticising your drinking or drug use?	No	Yes
Have you ever had a drink or used drug in the morning to steady your nerves or get rid of a hangover?	No	Yes
Are you currently seeing a mental health provider or counselor?	No	Yes

**AUTHORIZATION**

I hereby certify that the above information is true and correct to the best of my knowledge.

Patient / Representative Name (Print): \_\_\_\_\_

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## HIPAA PRIVACY PREFERENCES

Please select the level of privacy you would like Orthopaedic Surgery Specialists (OSS) to observe concerning your information (appointment information, test results, procedure results, etc.)

OSS may only discuss my information with me, directly.

If we are not able to reach you directly, may we provide you with your information via messages?

OSS may leave voice messages containing my information at the following phone number(s):

\_\_\_\_\_  
(home)

\_\_\_\_\_  
(cell)

\_\_\_\_\_  
(work)

\_\_\_\_\_  
(other)

OSS may send unencrypted emails from the physician and his staff to the following e-mail address:

\_\_\_\_\_  
(e-mail address)

Is there anybody else that you would like to allow us to speak to about your information if they inquire about you? This should be anyone (family member, friend, caretaker, etc.) that might ever come into an appointment with you, help you with your forms, call to make or check on an appointment for you, or pick anything up for you from our office. **If someone does come to us on your behalf but their name is not listed below, we will not be able to share anything with them regarding any of your information.**

OSS may share my information with the following individuals:

\_\_\_\_\_  
(name)

\_\_\_\_\_  
(relationship to patient)

\_\_\_\_\_  
(name)

\_\_\_\_\_  
(relationship to patient)

\*\*Those listed above **must** answer the following security question before any information is shared:

What is the patient's birthday? \_\_\_\_\_

Under the requirements of HIPAA we are not allowed to give information to anyone other than the patient without the patient's written consent. Signing this form will only give consent to release appointment information, test results, and procedure results to the designated person(s) above. This consent form will not allow the doctor to release any other information to this person. You may revoke this consent in writing except where we have already made disclosures on your prior consent.

\_\_\_\_\_  
(print patient's name)

\_\_\_\_\_  
(sign patient's name)

\_\_\_\_\_  
(date)



**Directions:** Please read the OSS Financial Contract & Consents document and sign. By signing, you acknowledge all of the OSS General & Office Appointment policies even if it does not currently apply to you.

Are you using?	At check in, please handle:	Important Requirements & Responsibilities
PPO, POS, or EPO* <i>as your primary insurance</i>	Can include a co-payment (co-pay), a deposit of \$120 if deductible is not met (which would include the co-pay and deposit, 1st appt only) and/or outstanding balance.	<b>It's your job to understand your health insurance.</b> Topics to ask your insurance include: office visits, injections, casting, bracing, xrays, ultrasound, MRI, CT, and Bone Density Scan (DEXA). Understanding your coverage holds true if your insurance is in-network or out-of-network.
Medicare		
Only 1 insurance and it's Medicare	Can include a deposit of up to \$120 if your annual deductible is not met.	
2 insurances, Medicare is one of them	No deposit or payment is required in advance.	
HMO Insurance* with Axminster or Facey Medical Group <i>as your primary insurance</i>	Can include a co-payment (co-pay), co-insurance, and/or outstanding balance	<b>It's your job to understand your health insurance.</b> You'll need an <b>authorization number</b> from your referring provider. If you received this number in a letter, <b>please bring a copy of the letter</b> to the office appointment. Otherwise, OSS will get the details for the authorization before you see the provider.
Workers Compensation	Not Applicable	You filed a claim through your employer and now have an open workers comp claim. OSS will need the <b>open claim number</b> . In addition, you'll need to have a <b>copy of the letter from your workers compensation adjuster that says you are authorized for care at OSS</b> and your adjuster has sent (emailed) your <b>medical records</b> to OSS in advance.
Self-Pay <i>no insurance</i>	See Next Page for Prices	<b>You'll need to pay the amount before</b> you receive services.

**We do not take third-party liability coverage insurance** like *auto insurance, personal liability, property insurance, liens, travel insurance or out of the country insurance, etc.* If you would like to use one of these, then ask OSS to be self-pay and then you can be responsible for submitting your medical bills to the third party insurance.

**\*Using insurance?** After your appointment, OSS will submit the claim to your health insurance company for services rendered at your appointment. **If your insurance company denies any portion of your claim** (meaning the insurance does not pay OSS for the services you have already received), **you are still financially responsible.** OSS works diligently with your health insurance to ensure the services you received are reimbursed accordingly. Once the Explanation of Benefits ("EOB") from your insurance company has been reviewed, you are welcome to discuss your concerns with the OSS Billing Department. Go to [ossburbank.com](http://ossburbank.com) for contact information.

**I will have these cards out and ready** at every OSS office appointment at check in:



**Health Insurance Card(s)**  
if using PPO, HMO, or Medicare insurance



**Valid Picture ID**

Initial \_\_\_\_\_



Orthopaedic Surgery Specialists Burbank

Changes to your insurance, identification, mailing address, email or phone number?

PLEASE LET US KNOW. Why? Could lead you to getting additional bills.

I will use credit card to to handle any expected fees and outstanding balances at each OSS office appointment. If patient is under the age of 18, I understand that I am responsible to handle the payment for the minor.



Self-Pay Prices. To be handled at Check in

Table with 4 columns: Service, Appointment Type, Description, and Price. Rows include In Office for Orthopedics or Pain Management, In Office Care for Physical Therapy, MRI, CT Scan, and Bone Density DEXA Scan.

\*You may be responsible to pay an additional amount at check out if you received services (e.g., waterproof cast, bone setting) beyond what is included above.

After my appointment, I understand that I am responsible for the following:



To pay my outstanding balance in full within 15 business days after I get a bill (in mail or electronically) from OSS. You'll get the bill typically 45 days later - once OSS has submitted the claim to your health insurance.



To pay OSS the outstanding balance if my insurer sent me the check (may apply to out of network insurers).



If I get a call or letter from OSS Billing, then it's my responsibility to call OSS Billing within 3 business days.



If I get an inquiry from my insurance in regards to services I received from OSS, it is my responsibility to respond within 5 business days. If not, I will be fully responsible for the claim.

Initial \_\_\_\_\_



**ASSIGNMENT OF BENEFITS AND AUTHORIZATION TO RELEASE INFORMATION**

I hereby authorize my insurance carrier, including Medicare to pay directly to my physician, Orthopaedic Surgery Specialists & Affiliated Associates, for services rendered for me. I hereby authorize my physician to release information from my medical records necessary to bill my insurance carrier for these services. A photocopy of my signature on this form is to be considered as valid as the original. If the insurance sends you, the patient, the check, you would then issue a check to OSS for the same amount. If the check is made out to OSS but mailed to you, then you can give to OSS. **Mailing Address:** Orthopaedic Surgery Specialists (CA MSK MSO), 1310 S. Central Ave, Glendale, CA 91204

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

**NOTICE OF PRIVACY PRACTICES: PATIENT ACKNOWLEDGEMENT FORM.**

Our Notice of Privacy Practices (“Notice”) provides information about: 1) the privacy rights of our patients; and 2) how we may use and disclose protected health information (PHI) about our patients.

Federal regulations require that we give our patients or their authorized representative access to our Notice before signing this acknowledgment. Let us know if you have any questions about your rights or our privacy practices.

- If the question is about orthopaedics or pain management, email to [melissap@ossburbank.com](mailto:melissap@ossburbank.com) or send a letter to:

Privacy Officer/Melissa Pereda  
OSS, Orthopaedic Surgery Specialists, 3413 W. Pacific Ave, Suite 100, Burbank, CA 91505.

- If the question is about physical or hand therapy, email to [mandy@ossphysicaltherapy.com](mailto:mandy@ossphysicaltherapy.com) or send a letter to:

Privacy Officer/Amanda Gonzales  
Orthopaedic Surgery Specialists, 3413 W. Pacific Ave, Suite 200, Burbank, CA 91505.

**By signing this form, you are only acknowledging that you have been provided access to our Notice**  
Available at [ossburbank.com](http://ossburbank.com). Click Resources > Click Forms (Registration). You’ll find the document there.

Patient or Authorized Representative Name (print): \_\_\_\_\_

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

**OFFICE APPOINTMENTS**

I agree that I will follow these rules if I need to cancel an appointment or if there are special rules that apply for a specific OSS Department.

**Orthopaedic or Pain Management**

- **Cancel.** Call us 24 hours before (1 business day).

**MRI, CT Scan, Bone Density DEXA**

- **Arrive 20 minutes before** your appointment. **You must cancel 1 business day (24 hours) in advance to avoid a cancellation fee.**
- **Cancel.** Call us at least 24 hours before. (1 business day).

**Therapy include physical therapy, hand therapy or chiropractic:**

- **Arrive 15 minutes before** your appointment.
- **Cancel.** Call or text us 24 hours before. (1 business day).

Initial \_\_\_\_\_

**BRACE, SPLINT, CAST (Durable Medical Equipment) & MEDICATIONS**

A provider will prescribe a brace if s/he determines the body part needs more support. A brace or cast may be given as part of the short term recovery. OSS rules:

- OSS does not accept returns or exchanges for braces or splints.
- OSS offers waterproof casts at an additional cost to you.

I allow OSS to access my medication history from my pharmac(ies).

Initial \_\_\_\_\_

**I agree to all of the rules in the OSS Financial Contract & Consents for General & Office Appointments**

Your Printed: \_\_\_\_\_

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

Signature Name: \_\_\_\_\_ Date: \_\_\_\_\_