

Activation Form

Date:

05/08/2017

Staff Name :

dfhfhfgh fdhgfhghg

Contact Method :

Walk In

A. INTRODUCTION FOR ALL CALLS

(A1) Thank you for calling Advanced Physical Therapy Of Central Florida , how can I help you?

(A2) May I have your name? dfhfhfgh fdhgfhghg

(A3) What is the best phone number at which to reach you? _____

(A4) jhgjghj, hgjghjkgh, ghjk7, 1,
And may I have your address? 76867

IF THEY ASK WHY: We want to get you to the office closest to your home.

(A5) And may I have your birthdate as well? 01/22/2000

(A6) Okay, dfhfhfgh fdhgfhghg how did you hear about us?

Physician

(A7) Very good, welcome to Advanced Physical Therapy Of Central Florida

my name is, dfhfhfgh fdhgfhghg

(A8) What exactly is wrong and how can we help you? Pain

(A9) Alright, and are you currently under the care of a physician for this problem?

☒ **Yes** ☐ **No**

(A10) May I have his or her name please? Arjang Abbasi

(A11) Do you know the name of your doctor's group or their phone number?

(A12) When did your Pain happen? 05/08/2017

(A13) And are you experiencing a lot of Pain , medium or a little bit?

Medium

(A14) I'm sorry to hear you're experiencing so much Pain _____ We'll try to get you in as soon as possible. Are you seeking in home care or would you be coming to us?
☐ HomeCare ☒ Out Patient

(A13) Which office is most convenient? SW State Road 200 in Ocala, SE 17th Street in Ocala, Belleview, or The Villages?

First Choice OCALA SR200 Second Choice OCALA SR200

(A14) Have you been here before? ☒ **Yes** ☐ **No**

(A15) What day of the week works best for you? Tuesday

(A16) And are mornings or afternoons better? ☒ **Mornings** ☐ **Afternoons** ☐ **Anytime**

(A17) Are you looking to get in as soon as possible or can you wait a few days?
☒ **Urgent** ☐ **Can Wait a Week** ☐ **Can Wait a Month**

(A18) Okay, let me go ahead and check to see exactly what times we have available and I'll be right back, okay? **(Hold)**

(A19) Hi dfhfhfgh are you still there? Great News! We have two appointments available on Tuesday, one at **(time #1)** and one at **(time #2)**. Which one do you prefer? 5/8/2017 12:00:00 AM

(A20) Okay, I'm going to go ahead and put you down for 5/8/2017 12:00:00 AM

(A21) Now I'm going to reserve this spot for you, so if for any reason you might have to cancel or reschedule, call us at least 48 hours in advance to let us know, okay?

Now how do you intend to pay for your services? Medicare

D. MEDICARE

(D1) Okay, do you have your card handy? **(IF NOT, THEY WILL NEED TO CALL BACK WHEN IT'S AVAILABLE.)**

(D2) May I have the policy number? _____

(D3) And is there a group number? _____

(D4) May I have the name of the policy holder? _____

(D5) And may I have the policy holder's date of birth? _____

- (D6) Okay and do you have a secondary or Medigap policy as well? ☐ Yes ☐ No ☒ Yes ☐ No
- (D7) And what is the name of that policy? _____
- (D8) May I have the policy number? _____
- (D9) And is there a group number? _____
- (D10) May I have the name of the policy holder? _____
- (D11) And may I have the policy holder's date of birth? _____
- (D12) Have you received any physical therapy treatment this year? ☐ Yes ☒ No
- (D13) And are you currently being seen by a home health agency? ☐ Yes ☒ No

J. ADVANCED PHYSICAL THERAPY & QUICK CARE PATIENTS HEAR 'APPLE'

- (J1) **(Attire)** Since it is your (body part) I'd like for you to wear (tank top/shorts/loose clothing) so its easier for you to participate in your exam. We do have gowns available but they're not quite as comfortable as your own clothes.
- (J2) **(Paperwork Via Email)** Would you like me to email you the paperwork? ☒ Yes ☐ No
- What is your email address? sanjay.yadav@karmicksolutions.com
- (J3) **(Payment)** Also remember to bring some form of payment like check, card, or cash. If for any reason you feel like your deductible or co-insurance is too high, don't worry; we have programs available for that.
- (J4) **(Late)** Also, don't be late; we have a pretty strict late policy and we'll have to reschedule if you are late.
- (J5) **(Early)** Also, since you are using insurance and there's paperwork involved, come 20 minutes early before your appointment; that way we can take care of all those things.
- (J6) So we'll see you on 5/8/2017 12:00:00 AM Okay dfhfhfgh fdhgfhghg ;
it was nice talking to you and we look forward to seeing you soon. Have a wonderful day!