



Welcome! And thank you for choosing Tenpenny Integrative Medical Center as part of your journey to optimal health.

**Financial Information:**

Payment in full is due at the time of service. We accept cash, check, and most major credit cards.

While we do not participate with any insurance company directly, we do participate with CareCredit and most HSA plans. At the time of your visit, you will be given a HCFA form as a receipt for your services; you can submit this form to your insurance carrier for possible reimbursement. The amount of reimbursement will vary based on the amount of out-of-network coverage your plan provides and if you have met your out-of-network deductible. **HCFA FORMS CANNOT BE SUBMITTED TO MEDICARE OR MEDICAID.**

We do not participate with Medicare. We do not participate with Medicaid, CHIPS or military insurance programs.

Our goal is to identify the underlying cause(s) that lead to your current condition using unique testing and assessments. Many of our specialized tests are not covered by medical insurance. Most of the laboratories we use require a co-payment to be sent, with your blood samples, directly to the laboratory.

**PLEASE ARRIVE AT LEAST 15 MINUTES PRIOR TO YOUR SCHEDULED APPOINTMENT WITH YOUR FORMS COMPLETED.**

**Completed forms are very important for your assessment. If the forms are not with you or are not completed prior to your scheduled appointment, it may be necessary to reschedule your appointment and enforce our cancellation policy to respect the time of other patients scheduled after your appointment.**



T E N P E N N Y  
INTEGRATIVE MEDICAL CENTER

7380 ENGLE ROAD  
MIDDLEBURG HEIGHTS, OHIO 44130  
440.239.3438

## CANCELLATION POLICY

When you schedule an appointment, we reserve time just for you. Upon scheduling your first appointment, we will process your credit card over the phone for \$50.00 to hold your appointment time. The \$50.00 will be applied towards your first appointment unless you fail to give proper notice to cancel or reschedule. TIMC reserves the right to keep the \$50.00 as your cancellation fee for a no show or failure to follow our cancellation policy.

All scheduled appointments require a minimum of two-day notice, excluding Saturdays and Sundays. You must call the office to make schedule changes. Email and text are unacceptable. Patients who cancel without proper notice or fail to show for any scheduled appointment will be subject to a \$50.00 charge. We appreciate your understanding and respect of our policy.

I, \_\_\_\_\_, hereby authorize Tenpenny Integrative Medical Center to charge my credit card for \$50.00 in the event that I do not adhere to TIMC's cancellation policy, as outlined above. This authorization will remain in effect indefinitely; I reserve the right to cancel this authorization at any time. It is my responsibility to notify TIMC of any changes regarding this credit card authorization, including change of numbers, expiration dates, etc. My signature below confirms that I understand and agree to this authorization.

Credit Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

CVV Code: \_\_\_\_\_ Billing Zip Code: \_\_\_\_\_

Name On Card: \_\_\_\_\_

**I have read and agree to adhere to this policy.**

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

## HOW DID YOU HEAR ABOUT US?

Please help us know how to best reach others. Mark all that apply.

- Patient referral: \_\_\_\_\_
- Physicians referral: \_\_\_\_\_
- Tenpenny Integrative Medical Center website
- DrTenpenny.com website
- Other website \_\_\_\_\_
- Westlake Magazine
- Berea Community Guide
- Our eNewsletter
- Direct mail marketing piece
- Radio show \_\_\_\_\_
- TV show

### Social Media Referral

- Facebook
- Twitter
- YouTube video
- Other: \_\_\_\_\_

### WHO ARE YOU SEEING TODAY?

<input type="checkbox"/>	Sherri Tenpenny, DO	<input type="checkbox"/>	Matthew Grant, DC
<input type="checkbox"/>	Jennifer Clapper, MD	<input type="checkbox"/>	Sandi Asazawa, PA
<input type="checkbox"/>	Ekaete Jackson, MD	<input type="checkbox"/>	Carla Cavanagh, PA
<input type="checkbox"/>	Michael Furci, NP	<input type="checkbox"/>	other ---

Last Name			DATE
First Name			DOB
Address			Age
			MALE   FEMALE
City	State	Zip	
HOME TELEPHONE:	WORK TELEPHONE:	MOBILE PHONE	
<input type="checkbox"/> Use this number as my primary contact	<input type="checkbox"/> Use this number as my primary contact	<input type="checkbox"/> Use this number as my primary contact	
<input type="checkbox"/> OK to leave detailed message	<input type="checkbox"/> OK to leave detailed message	<input type="checkbox"/> OK to leave detailed message	
<input type="checkbox"/> Leave your name and call back number only	<input type="checkbox"/> Leave your name and call back number only	<input type="checkbox"/> Leave your name and call back number only	
Email address:	May be add your email to our in-office email database? YES NO <input type="checkbox"/> <input type="checkbox"/>	WE PROTECT YOUR EMAIL PRIVACY AND IS USE FOR IN-OFFICE ALERTS AND PROMOTIONS ONLY.	
EMERGENCY CONTACT NAME	EMERGENCY CONTACT NUMBER	RELATIONSHIP:	
<b>INSURANCE INFORMATION</b>			
Insurance Company:			
Address:		City, State and zip	
Insurance ID number		Group Number	
Insurance Policy Holder		Policy holder date of birth:	
I give my permission to share my medical information with			
My relationship to this person is			
I attest to the best of my knowledge, the information above is true and accurate.			
Signature:			Date:



T E N P E N N Y

INTEGRATIVE MEDICAL CENTER

AUTHORIZATION & ACKNOWLEDGEMENTS

INITIAL  ANNUAL UPDATE

**TREATMENT AUTHORIZATION:** I (print name) \_\_\_\_\_ authorize medical treatment of myself or my minor child by physicians, nurse practitioners, physician assistants, nurses, chiropractors, acupuncturists and medical assistants and staff by Tenpenny Integrative Medical Center.

**NOTICE AS TO NATURE OF SERVICES:** I understand that the care I receive at Tenpenny Integrative Medical Center may be nontraditional or unconventional. Such services are commonly referred to as complementary or alternative or holistic medicine, or innovative services. Many of these services may not be recognized as standard medical practices, and may be considered investigational or experimental. Medications prescribed may be approved by the FDA for a different condition than that for which it is prescribed for me. I understand my physician may request laboratory testing which may include venipuncture, analysis of stool, urine, saliva and breath.

**NOTICE THAT SERVICES ARE NOT PRIMARY CARE:** I understand that no physician or any other practitioner I see at Tenpenny Integrative Medical Center is acting as my primary care physician unless otherwise agreed to by a physician in writing. As such, emergency services are not offered. I understand that even though my physician(s) and Tenpenny Integrative Medical Center practitioners may address issues affecting my general health, the practice is focused on a complementary, holistic approach to care and it is in my best interest to have a primary care physician to ensure that I am fully appraised of all available conventional means to address any medical conditions I may have. This is also important because these practices are exclusively office-based and are not affiliated with a hospital. If I become so ill that I require hospitalization, it is vital that I have a primary care physician with hospital admitting privileges familiar with my health problems and history. I understand that in addition to a primary care physician, it may be in my best interest to have appropriate specialists, such as a cardiologist if I have cardiac problems or a hospital based pediatrician if I am seeking treatment for my children. I also understand that it is my responsibility to inform Tenpenny Integrative Medical Center who my primary care physician and specialists are, to let my physician know of any diagnoses I have received, and of any treatments I have had or am now undergoing for current conditions, and that I should keep my physicians and any practitioners I see informed on an ongoing basis. I also understand that it is very important to let my primary care physician know about any treatments performed at Tenpenny Integrative Medical Center in order to properly and safely coordinate my care. My primary care physician is:

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Phone: \_\_\_\_\_ City State Zip Code: \_\_\_\_\_

I am also being treated for \_\_\_\_\_ by:

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Phone: \_\_\_\_\_ City State Zip Code: \_\_\_\_\_

**FINANCIAL/INSURANCE RESPONSIBILITY FOR ALL TENPENNY INTEGRATIVE MEDICAL CENTER SERVICES:** I understand and agree to the following policies regarding financial and insurance responsibilities. Payment is required at or before each visit, unless other specific arrangements have been made. I am responsible for charges incurred for all treatment rendered, unless otherwise agreed to in writing. I further understand Tenpenny Integrative Medical Center will not be obligated to take action on my behalf against an insurance carrier for collecting or negotiating my insurance claim. I also agree to be responsible for costs and expenses, including court costs, attorney fees and interest, should it be necessary for Tenpenny Integrative Medical Center to take action to secure payment of an outstanding balance owed.

**Patient Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**NOTICE TO MEDICARE PATIENTS:** The physicians at Tenpenny Integrative Medical Center have opted entirely out of the Medicare program, which means that Medicare will not cover any services or procedures performed at Tenpenny Integrative Medical Center. I understand that I will not be able to submit any claims to Medicare and that if I have a secondary insurance carrier that carrier may or may not choose to reimburse claims. I understand that I will need to sign a contract (Medicare Private Contract Agreement) agreeing not to submit to Medicare, that Medicare limiting fees do not apply, and that I will be financially responsible for any services received. I understand that Medicare will not be reviewing any claims, and that an opinion by Medicare that a service is not medically necessary in their view of care would not discharge my responsibility for payment of said services(s).

**CLAIM MANAGEMENT:** My treating practitioner(s) may respond to insurance requests for information, but will not be obligated to take action on my behalf against an insurance carrier for collecting or negotiating my insurance claim. I understand I may be charged for responding to requests for information. Insurance claim forms and information will be provided to patients at the time of visit or sent to you upon the availability of the appropriate documentation. Tenpenny Integrative Medical Center does not typically send information directly to insurance carriers due to problems we have experienced with carriers misplacing claims.

**FURTHER NOTICES AS TO POLICIES REGARDING INSURANCE:** Tenpenny Integrative Medical Center will provide claim forms for submission to insurance; submission shall be the patient's responsibility. Claim submissions may or may not be for covered services and may or may not include procedural codes or other data sufficient to support my insurer's determination as to what services it will reimburse. Tenpenny Integrative Medical Center may provide records requested by my insurance company. If possible, Tenpenny Integrative Medical Center will advise whether my insurance will cover any particular expenses, but given the uncertainty that pervades insurance decisions, Tenpenny Integrative Medical Center cannot be responsible for any information that turns out to be incorrect.

**NO GUARANTEES:** I am aware that no practice of medicine is an exact science, and acknowledge that there are and can be no guarantees as to accuracy or outcomes of any diagnosis or treatments that I receive at Tenpenny Integrative Medical Center.

**REVOCAION OF AUTHORIZATIONS:** These authorizations may be revoked by me in writing at any time. Such revocation will not affect my financial responsibility to pay for services rendered.

**PATIENT ACKNOWLEDGMENT:** I certify that the information I provide to my practitioners and my insurance company is correct. I certify that I am here to receive medical care and for no other purpose. I do not represent any third party.

By signing and dating this form, I acknowledge that I have received a copy of Tenpenny Integrative Medical Center Authorizations and Acknowledgements.

Patient's Signature:	Date:
Witness's Signature	Date:

(Child)

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

**Hospitalizations/Surgery**

AGE	ILLNESS OR CONDITION	TREATMENT AND COMPLICATIONS

**Pregnancy, Labor, Delivery, Post-Partum, Including Any Complications**

MOTHER'S AGE	EVENTS OF PREGNANCY	LABOR/DELIVERY	POST-PARTUM

Family History: Serious or Unusual Diseases, Including (But Not Limited To) TB, Cancer, Epilepsy, Alcoholism, Sexually Transmitted Diseases, Mental Illness, etc.

MOTHER (CHILD'S)	GRANDMOTHER (CHILD'S)	FATHER (CHILD'S)	GRANDMOTHER (CHILD'S)
	GRANDFATHER (CHILD'S)		GRANDFATHER (CHILD'S)
MOTHER'S FAMILY		FATHER'S FAMILY	
SISTERS (CHILD'S)		BROTHERS (CHILD'S)	

(Child)

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

**Current/Recurrent Illnesses and Complaints**

ILLNESS/COMPLAINT	MEDICATIONS/TREATMENTS	REACTIONS

**Allergies, Sensitivities, Exposures, Intolerances (Foods, Drugs, Chemicals, Plants, Animals, Weather, Climate, etc.)**

SUBSTANCE	REACTIONS

**Major Illnesses and Injuries (Past)**

AGE	ILLNESS OR INJURY	TREATMENT AND COMPLICATIONS