



PATIENT INFORMATION

Today's Date
Patient Acct. #

Welcome! We appreciate your help in providing this information to complete your medical record

Account Type
Therapist

Have you ever seen one of our therapists before? Yes No

Date you return to your Dr.

1. Your Name

Birth date Age

Home Street Address Apt#

Driver's License#

City State Zip

Social Security#

Phone Home Work

Other I.D.#

E-mail Address Cell Phone

In case of emergency, please notify: Relationship:

Female Male Single Married

Name

Phone Cell Phone

2. Spouse/Parent Info (circle one)

5. Identity Theft Security Question (used to help identify you on phone):

Address Apt#

Answer: ?

City State Zip

Answer: ?

SS# Driver's License#

Answer: ?

3. Person responsible for payment (check one): Self Spouse

6. Date Injured or Symptoms Started

Father Mother Other

Your Occupation

Payor Name

Is your injury or illness: Employment related? Yes No

First Middle Last

Accident related? Yes No

Address Apt#

7. Do you have another physician following your care that you would like us

City State Zip

to send reports to? Yes No

Phone Home Work

Name

4. Employer's Name

How were you referred to us? DoctorFriend Phonebook

Street Address

SignInsurance Internet

City State Zip

Other

8. Insurance Information: Who may assist you with payment of fees?

How did you find our phone number/address? Doctor Friend

Worker's Compensation Private insurance Automobile insurance Medicare No insurance

Phonebook Internet Car's GPSSign Called

Other Does your insurance require prior authorization? Yes No

Map on referral form Other

9. Primary Insurance

Adjuster name

Insured name

Group #

Address APT#

Insured ID#

CITY STATE ZIP

Medicare ID#

Relationship to insured

10. Worker's Compensation Additional Information:

Does your employer consider this a work injury? Yes No

Employer address

Doctor's name who first examined you

CITY STATE ZIP

Name of employer at time of injury

Phone

11. I attest that the above stated is correct and true.

Date Patient/Guardian Signature

# Progressive Physical Therapy - Medical History Form

Name: \_\_\_\_\_ DOB: \_\_\_\_\_ Date: \_\_\_\_\_

Occupation: \_\_\_\_\_ Are you on a work restriction from your doctor? Yes No

Do you have a pacemaker? Yes No Are you latex sensitive? Yes No

FOR WOMEN: Are you currently pregnant or possibly pregnant? Yes No Menopause Yes No

ALLERGIES: List any medication(s) you are allergic to: \_\_\_\_\_

**Have you RECENTLY noted any of the following (check all that apply)?**

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> fatigue                                      | <input type="checkbox"/> numbness or tingling  | <input type="checkbox"/> cloudy urine                |
| <input type="checkbox"/> fever/chills/sweats                          | <input type="checkbox"/> muscle weakness       | <input type="checkbox"/> blood in urine              |
| <input type="checkbox"/> nausea/vomiting                              | <input type="checkbox"/> shortness of breath   | <input type="checkbox"/> brown or tea colored urine  |
| <input type="checkbox"/> weight loss/gain                             | <input type="checkbox"/> cough                 | <input type="checkbox"/> difficulty with urination   |
| <input type="checkbox"/> difficulty maintaining balance while walking | <input type="checkbox"/> bloody sputum         | <input type="checkbox"/> any other bladder changes   |
| <input type="checkbox"/> dizziness/lightheadedness                    | <input type="checkbox"/> heartburn/indigestion | <input type="checkbox"/> any other bowel changes     |
| <input type="checkbox"/> fainting                                     | <input type="checkbox"/> difficulty swallowing | <input type="checkbox"/> change in appetite, diet    |
| <input type="checkbox"/> falls  | <input type="checkbox"/> constipation/diarrhea | <input type="checkbox"/> sexual impotence            |
| <input type="checkbox"/> trauma                                       | <input type="checkbox"/> black, tarry stools   | <input type="checkbox"/> pain with intercourse       |
| <input type="checkbox"/> deep, throbbing or boring pain in abdomen    | <input type="checkbox"/> recent infection      | <input type="checkbox"/> unusual discharge           |
| <input type="checkbox"/> pain not relieved with rest                  | <input type="checkbox"/> headaches             | <input type="checkbox"/> change in menstrual pattern |

**Have you EVER been diagnosed with any of the following conditions (check all that apply)?**

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> cancer                  | <input type="checkbox"/> depression                             | <input type="checkbox"/> thyroid problems      |
| <input type="checkbox"/> heart problems          | <input type="checkbox"/> lung problems                          | <input type="checkbox"/> diabetes              |
| <input type="checkbox"/> chest pain/angina       | <input type="checkbox"/> tuberculosis                           | <input type="checkbox"/> osteoporosis          |
| <input type="checkbox"/> high blood pressure     | <input type="checkbox"/> asthma                                 | <input type="checkbox"/> multiple sclerosis    |
| <input type="checkbox"/> circulation problems    | <input type="checkbox"/> rheumatoid arthritis                   | <input type="checkbox"/> epilepsy              |
| <input type="checkbox"/> blood clots             | <input type="checkbox"/> other arthritic condition              | <input type="checkbox"/> eye problem/infection |
| <input type="checkbox"/> stroke                  | <input type="checkbox"/> bladder/urinary tract infection        | <input type="checkbox"/> ulcers                |
| <input type="checkbox"/> anemia                  | <input type="checkbox"/> kidney problem/infection               | <input type="checkbox"/> liver problems        |
| <input type="checkbox"/> bone or joint infection | <input type="checkbox"/> sexually transmitted disease           | <input type="checkbox"/> HIV or AIDS           |
| <input type="checkbox"/> fibromyalgia            | <input type="checkbox"/> pelvic inflammatory disease            | <input type="checkbox"/> pneumonia             |
| <input type="checkbox"/> hepatitis               | <input type="checkbox"/> chemical dependency (i.e., alcoholism) | <input type="checkbox"/> other _____           |

**Has anyone in your immediate family (parents, brothers, sisters) EVER been diagnosed with any of the following conditions (check all that apply)?**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> cancer                  | <input type="checkbox"/> diabetes            | <input type="checkbox"/> tuberculosis     |
| <input type="checkbox"/> heart problems          | <input type="checkbox"/> stroke              | <input type="checkbox"/> thyroid problems |
| <input type="checkbox"/> high blood pressure     | <input type="checkbox"/> depression          | <input type="checkbox"/> blood clots      |
| <input type="checkbox"/> rheumatologic disorders | <input type="checkbox"/> endocrine disorders |   |

During the past month have you been feeling down, depressed or hopeless? YES NO

During the past month have you been bothered by having little interest or pleasure in doing things? YES NO

Is this something with which you would like help? YES YES, BUT NOT TODAY NO

Do you ever feel unsafe at home or has anyone hit you or tried to injure you in any way? YES NO

**Please list any medications (prescribed or over-the-counter) you are currently taking (INCLUDING pills, injections, and/or skin patches):**

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

4. \_\_\_\_\_ 5. \_\_\_\_\_ 6. \_\_\_\_\_

Have you ever taken steroid medications for any medical conditions? YES NO

Have you ever taken blood thinning or anticoagulant medications for any medical conditions? YES NO

Do you have a history of smoking? YES NO If yes, how many packs per day? \_\_\_\_\_

**Please list any surgeries or other conditions for which you have been hospitalized, including dates:**

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

Progressive Physical Therapy - Medical History Form

What date (roughly) did your present symptoms start? \_\_\_\_\_

What do you think caused your symptoms? \_\_\_\_\_

My symptoms are currently:  Getting Better  Getting Worse  Staying about the same

I should not do physical activities that might make my pain worse:  Disagree  Unsure  Agree

Treatment received so far for this problem (chiropractic, injections, etc) \_\_\_\_\_

Please list special tests performed for this problem (x-ray, MRI, labs, etc) \_\_\_\_\_

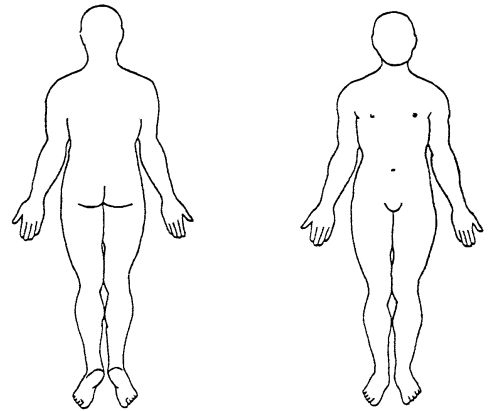
Have you ever had this problem before:  Yes  No When \_\_\_\_\_ Treatment rec'd \_\_\_\_\_

How long did it take for you to feel better? \_\_\_\_\_

Body Chart:

Please mark all the areas where you feel any symptoms on the chart to the right with the following symbols to describe your symptoms:

- ↓ Shooting/sharp pain
○ Dull/aching pain
||| Numbness
= Tingling



My symptoms currently:  Come and go  Are Constant  Are constant, but change with activity

Aggravating Factors: Identify up to 3 important positions or activities that make your symptoms worse:

- 1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Easing Factors: Identify up to 3 important positions or activities that make your symptoms better:

- 1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

How are you currently able to sleep at night due to your symptoms?

No problem sleeping  Difficulty falling asleep  Awakened by pain  Sleep only with medication

When are your symptoms worst?  Morning  Afternoon  Evening  Night  After exercise

When are your symptoms the best?  Morning  Afternoon  Evening  Night  After exercise

Using the 0 to 10 the scale, with 0 being "no pain" and 10 being the "worst pain imaginable" please describe:

Your current level of pain while completing this survey: \_\_\_\_\_

The best your pain has been during the past 24 hours: \_\_\_\_\_

The worst your pain has been during the past 24 hours: \_\_\_\_\_

Reviewed by PT/OT/SLP:

Signature of therapist

This medical information is correct to the best of my knowledge. \_\_\_\_\_

Signature of Patient

Date



## PATIENT RECORD OF DISCLOSURES

In general, the HIPAA privacy rule gives individuals the right to request a restriction on uses and disclosures of their protected health information (PHI). The individual is also provided the right to request confidential communications or that a communication of PHI be made by alternative means, such as sending correspondence to the individual's office instead of the individual's home. Please indicate the ways in which we may contact you.

- |   |  |
|---|--|
| <input type="checkbox"/> Home Telephone _____<br><input type="checkbox"/> O.K. to leave message with detailed information on voice mail or with person answering phone<br><input type="checkbox"/> Leave message with call-back number only<br><input type="checkbox"/> Cell Phone _____<br><input type="checkbox"/> O.K. to receive messages via "text" or "sms" messaging<br><input type="checkbox"/> E-mail Address _____<br><input type="checkbox"/> O.K. to fax to this number _____ | <input type="checkbox"/> Work Telephone _____<br><input type="checkbox"/> O.K. to leave message with detailed information on voice mail or with person answering phone<br><input type="checkbox"/> Leave message with call-back number only<br><input type="checkbox"/> Written Communication<br><input type="checkbox"/> O.K. to mail to my home address<br><input type="checkbox"/> O.K. to mail to my work/office address<br><input type="checkbox"/> Other _____ |
|---|--|

\_\_\_\_\_  
 Patient Signature  
 \_\_\_\_\_  
 Print Name

\_\_\_\_\_  
 Date  
 \_\_\_\_\_  
 Birth date

The Privacy Rule generally requires healthcare providers to take reasonable steps to limit the use or disclosure of, and requests for PHI to the minimum necessary to accomplish the intended purpose. These provisions do not apply to uses or disclosures made pursuant to an authorization requested by the individual.  
**Note: Uses and disclosures for treatment, payment and/or for our healthcare operations may be permitted without your specific prior authorization.**

Date	Disclosed to Whom Address or Fax Number	(1)	Description of Disclosure/ Purpose of Disclosure	By Whom Disclosed	(2)	(3)

(1) Check this box if the disclosure is authorized  
 (2) Type key: T = Treatment Records P = Payment Information O = Healthcare Operations A = Authorization on File D = Discretionary  
 (3) Enter how disclosure was made: F = Fax P = Phone E = Email M = Mail O = Other



We are dedicated to providing highly individualized care for patients with orthopedic injuries. Insurance companies will not dictate the care you receive at Progressive Physical Therapy, Inc. (PPT). Your plan of care is achieved through the professional assessment of your therapist and physician and based on your specific functional goals. Please read the following policies and sign below.

1. Insurance: In order to maintain our high standard of care, PPT is contracted with many insurance companies. As a courtesy to you, the insured, PPT verifies insurance benefits and coverage at the time you begin our professional services. ***This verification is only an estimation of insurance benefits at the time of verification and in no way a promise on behalf of the insurance company to pay for and services rendered.*** It is your responsibility to make sure we have the most current information on your insurance, so we may bill it on your behalf. You as the patient, or legal guardian, are responsible for all charges that the carrier does not pay on the claim including any denials, deductibles, co-payments and co-insurance due. You are also responsible for knowing the benefits provided by your insurance coverage including coverage, exclusions and limitations. In the event your insurance company forwards payment directly to you, instead of to Progressive Physical Therapy, Inc., you are required to immediately deliver such payment to Progressive Physical Therapy, Inc. You also understand and agree that if it becomes necessary to commence legal action for the collection of any outstanding charges on your account, you will be responsible for any costs and court costs, in addition to the outstanding balance.

*As verified on \_\_\_\_\_, you have met \_\_\_\_\_ of your \_\_\_\_\_ deductible. We expect your insurance company, to cover \_\_\_\_\_% of the amount they consider reasonable and customary charges. Your portion should be the remaining \_\_\_\_\_% plus any additional amount not paid by your insurance company. Additionally, there is a co-payment of \$\_\_\_\_\_ due at each visit. **Please also note that deductibles must be met prior to insurance payments made on your behalf.** Progressive Physical Therapy, Inc. is not responsible for verifying deductible or co-payment amounts. Your insurance allows \_\_\_\_\_ visits per \_\_\_\_\_. Please notify us immediately if you have a change in insurance.*

2. Authorization to furnish information: I hereby authorize Progressive Physical Therapy, Inc. to release all medical records concerning my health care to my physician(s), insurance representative(s), insurance carrier(s) and/or legal representative(s). Medical information and records may be released by facsimile, telephone, email and mail.

3. Automobile Accidents: You are responsible for your bill at the time of service. If we can verify that liability has been accepted by the insurance company, that "medical payments" are available under the insurance coverage, and that bills are paid upon receipt (not at time of settlement), we will, as a courtesy to you, bill your insurance company if your credit card is on file with us. We do not wait for settlement from attorneys or wait for settlement from any automobile carriers. If payment for services rendered is not received within 30 days of billing, full payment will be due immediately and charged to your credit card.

4. Workers' Compensation: Authorization for treatment from your employer's insurance carrier or employer if self-insured, must be received by Progressive Physical Therapy, Inc. prior to onset of therapy. When the patient's initial authorization has expired or when the authorized physical therapy visits are used, Progressive Physical Therapy, Inc. must have re-authorization from the insurance carrier or employer (if self-insured) for physical therapy to continue.

5. Medicare: Our office accepts Medicare assignment. Medicare payments will come directly to us. The patient will be responsible for charges not paid or covered by Medicare which include, but is not necessarily limited to, the annual deductible, 20% of Medicare approved charges, which is the patient's co-insurance, and costs past the annual \$2,010.00 CAP for physical and speech therapy that are not covered by Medicare. We will do our best to inform you prior to reaching your CAP or any uncovered service that we are aware of. If you have received any home health care this year, please let us know.

6. Durable Medical Equipment (DME) and Supplies: DME and supplies are not reimbursable by insurance companies and must be paid for at the time of your therapy session.

7. Payment: Co-Payments are expected when services are rendered (each visit). For your convenience, we can accept payment on a weekly basis. If alternative arrangements are necessary, please contact us directly. We accept VISA, Mastercard, American Express, Discover, debit cards, checks and cash. We expect co-insurance accounts to be paid in full within 30 days from the last day of treatment.

8. Late Charges/Returned Checks: Any account that remains open beyond 30 days from last day of treatment will be subject to a \$10.00 fee for each month that the amount is not paid in full. There will be a \$35.00 fee for each returned check.

9. Canceled/Missed Appointments: If a patient is more than 15 minutes late for an appointment, we reserve the right to reschedule. Late arrivals are subject to the full fee for the session. We require 24 hour notice for cancellations. Appointments that are canceled with less than 24 hours notice or no show appointments are subject to an \$85 charge, which is not reimbursable by insurance companies. Also, if a patient late cancels or no-shows more than two times, the patient is responsible for the full charge of the visit and will be taken off of the schedule for any future appointments. \_\_\_\_\_  
Initial

10. Right to Triage: PPT will make every endeavor to see you at your convenience. However, PPT reserves the right to triage clients on emergency cases. You may have to be treated by another therapist. This is our team approach to treatment.

11. Fees: Our fees are subject to change without notice. Please see our fee schedule for all charges. After the initial evaluation, subsequent physical therapy sessions are billed in 15 minute increments and typically range from 30 to 60 minutes in length. As the law requires, each visit will be documented by the therapist during that visit and is part of that visit's time.

12. Consent for Treatment: The patient hereby consents to the administration of appropriate evaluation and therapeutic procedures/modalities as requested by the physician prescribing care. During the evaluation, the nature of the procedures that will be performed as well as the potential risks of care will be explained to you by your therapist. Even though your doctor has referred you to therapy for a certain number of visits or length of time, the therapist will monitor your progress and adjust your treatment accordingly. Should you become ill while undergoing treatment, you give permission to the staff to administer treatments which they consider necessary to your well-being. \_\_\_\_\_  
Initial

13. Our Pledge Regarding Medical Information: We understand that medical information about you and your health is personal. We are committed to protecting medical information about you. We create a record of care and the services you receive at PPT. We need this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all of the records of your care generated by PPT. We are required by law to make sure that medical information that identifies you is kept private and give you notice of our legal duties and privacy practices with respect to medical information about you.

I have read the above policies and understand that payment is due when services are rendered. I agree to accept full financial responsibility for medical expenses incurred at PPT. In addition, my signature below indicates that I understand and give consent to be treated as explain above.

If a patient is under 18 years of age, and a parent is not able to attend sessions of physical therapy with the minor, the parent or guardian(s) signature for authorization allows PPT to commence physical therapy, occupational therapy and/or speech therapy treatments with the patient who is a minor. The parent or guardian is also accepting full financial responsibility for the treatment.

Patient's Name: \_\_\_\_\_

Patient's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent's or Guardian's Signature: \_\_\_\_\_

(If patient is under 18 years)

\*\*\*\*\*

Per the policies described herein, we ask that you authorize us to automatically charge your portion of the bill to your Visa, MasterCard, Discover or American Express.

I hereby authorize: **Progressive Physical Therapy, Inc.**, 19510 Ventura Boulevard, Suite 106, Tarzana, California 91356 to apply my balance to my charge card account.

Visa  MasterCard  American Express  Discover

Account Number: \_\_\_\_\_ Expiration \_\_\_\_\_ Security Code \_\_\_\_\_

\_\_\_\_\_  
Cardholder's Signature Date



## **ASSIGNMENTS OF BENEFITS**

### **ALL INSURANCE EXCEPT MEDICARE**

I authorize my insurance company to pay benefits on my behalf directly to Progressive Physical Therapy, Inc. I authorize Progressive Physical Therapy, Inc. to provide my insurance company any information necessary to process claims for services rendered to me.

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

\_\_\_\_\_  
Patient Signature (as it appears on your insurance card)

\_\_\_\_\_  
Date

### **MEDICARE**

I certify that the information given to me in applying for payment under Title XVIII of the Social Security Act is correct. I authorize any holder of medical or other information about me to release to the Social Security Administration and Health Care Financing Administration or its intermediaries or carriers any information needed for this or a related Medicare claim. I permit a copy of this authorization to be used in place of the original and I request that payment of medical insurance benefits be made on my behalf to Progressive Physical Therapy, Inc. This authorization shall apply to the period: \_\_\_\_\_ to \_\_\_\_\_.

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

\_\_\_\_\_  
Patient Signature (as it appears on Medicare Card)

\_\_\_\_\_  
Date

### **MEDIGAP**

If you have a supplemental policy and it is a MEDIGAP policy to which your Medicare Carrier automatically "crosses over", we are required to keep a separate signature on file:

I request authorized MEDIGAP benefits be made on my behalf for any services furnished to me. I authorize any holder of medical information to release to my MEDIGAP carrier any information needed to determine these benefits or the benefits payable for related services.

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

\_\_\_\_\_  
Patient Signature (as it appears on MEDIGAP Card)

\_\_\_\_\_  
Date



**ACKNOWLEDGEMENT OF RECEIPT OF  
NOTICE OF PRIVACY PRACTICES**

As part of my health care, **Progressive Physical Therapy, Inc. (Progressive Physical Therapy, Inc.)** creates and stores information about me. This includes records concerning my health history, symptoms, examinations, test results and plans for future care.

I understand that this information serves as a basis for my continuing care. I understand that this information is used as a means of communication among **Progressive Physical Therapy, Inc.**'s personnel, and with medical personnel outside of this practice. I understand that this information serves as a source of information for applying my diagnoses and surgical information to my bill.

I understand that this information is a way for third party insurance companies to assure that a service we billed for was actually performed.

I understand that this information can be used as a tool to assess the quality of care provided to patients. I have been provided an opportunity to review the Notice of Privacy Practices for **Progressive Physical Therapy, Inc.** that provides a more complete review of information uses and disclosures. I understand that I have the right to review this Notice of Privacy Practices before signing this consent.

I understand that **Progressive Physical Therapy, Inc.** may change its Notice of Privacy Practices at any time and that a current copy will be available for my inspection during regular business hours of each medical office and at the central billing office.

I understand **Progressive Physical Therapy, Inc.**, for **Workers' Compensation Cases**, will release the minimum necessary PHI/ePHI to your employer, your worker's compensation insurance carrier, third party administrator, rehab nurse or nurse case manager unless otherwise restricted below.

I understand that I have the right to request restrictions as to how my information may be disclosed to carry out treatment, payment or other healthcare operations and that **Progressive Physical Therapy, Inc.** is not required to agree to the restrictions requested. The procedure to request restriction on information use and disclosure is contained in the Notice of Privacy Practices.

I DO NOT authorize my information shared with the following individuals or organizations (enter names below and initial the box):

\_\_\_\_\_

I DO authorize my information shared with the following individuals or organizations (enter names below and initial the box):

\_\_\_\_\_

**I acknowledge that I have received a copy of the Notice of Privacy Practices of Progressive Physical Therapy, Inc. and agree to the liability limitations explained therein.**

\_\_\_\_\_  
Signature of patient or legal representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Relationship to Patient





## EMAIL CONFIDENTIALITY NOTICE

**Thank you for choosing Progressive Physical Therapy, Inc. for your rehabilitative care. We will do everything possible to exceed your expectations. We'd like to relay some information to you regarding our web-site and email policies:**

When you give Progressive Physical Therapy, Inc. authorization to communicate with you via e-mail, your contact information (including your name, address and e-mail address as requested) is added to our secure database located in the United States, and access is limited to authorized persons.

The purpose for our getting your email address is that from time to time, we will send you information about our new programs and equipment, additions to staff, information and updates relating to physical therapy and health care. We want to keep in touch with you and let you know what's happening!

Progressive Physical Therapy, Inc. may share your information with outside "3<sup>rd</sup> Party" vendors who will be authorized to only use this information solely to perform services (such as a "mailing" house) on our behalf. We will not sell any information given to us, nor allow any party to use your information for other than us communicating with you.

If you choose to give your email address to us via the internet, we will assume that you would like to be included in our database.

If you have questions about our privacy practices, or if you would like your name removed from lists that are used for any of these purposes, simply send your request in writing to:

Stevyn Voyles, Vice President  
Progressive Physical Therapy, Inc.  
19510 Ventura Boulevard, Suite 106  
Tarzana, California 91356

Or email: [svoyles@progressivept.net](mailto:svoyles@progressivept.net)

Please be aware that electronic mail is not a secure means of transmitting information. Progressive Physical Therapy, Inc. cannot guarantee the privacy of information contained in electronic communications. You are not required to communicate with us electronically.

Any electronic communication between you and Progressive Physical Therapy, Inc. may become part of your medical record.

The information contained in electronic transmissions is confidential and may be subject to protection under the law, including the Health Insurance Portability and Accountability Act (HIPAA). An electronic transmission is intended for the sole use of the individual or entity to which it is addressed. If you are not the intended recipient, you are notified that any use, distribution or copying of this message is strictly prohibited. If you received a message in error, please contact the sender immediately by replying to the email and delete the material from any computer.

Electronic communications should not be used for emergency situations. If you have an emergency, dial 911.