

# How to register and use StrengthNorm

StrengthNorm rates strength and range of motion tests against published norms for the client's sex, age and body size, and turns the results into a report you can print, follow over time and use to bill the visit. This guide walks through every step, from creating your account to printing a superbill.

## 1 Before you start

StrengthNorm is a web application for physical therapists, occupational therapists, chiropractors, orthopedic surgeons and other physicians who test strength, range of motion and function: functional capacity evaluations, return-to-work and return-to-sport testing, injury and post-operative rehabilitation, and screening of older adults. You enter the results of a test; it compares each result with a published reference table for a person of the same sex, age and, where the study reports it, body weight or side, and shows where the client stands.

- **Tests covered:** handgrip (dynamometer and bulb), sit-to-stand and arm curl, push-ups, 1-repetition maximum (1RM) lifts, isometric strength with a force gauge (push-pull in five directions, trunk and shoulder rotation, leg lift, leg press, ankle plantar/dorsiflexion and inversion/eversion), hand-held dynamometry of the elbow, knee and shoulder, and range of motion of the spine and the limbs by inclinometry.
- **What you get:** a percentile or rating for every result, push-pull ratios between opposing muscle groups, left-right symmetry, clinical cut-offs, progress charts and a printable report that names the reference behind every rating.
- **Force-time tests** from a digital dynamometer such as the ActivForce 2: peak force, rate of force development (RFD), impulse, curves and limb symmetry.
- **Insurance billing:** superbills for health insurance, Medicare, workers' compensation and no-fault, with the test results attached as documentation.

**You need:** an email address you can open now, a computer or tablet with an up-to-date browser, and a PayPal account or a payment card for the subscription (\$10.00 per month). Nothing to install.

To see what the finished documents look like, open the sample report: a strength report, a force-time test and a superbill for a demo client.

## 2 Create your account

- 1 Open the sign-in page and choose **Create an account** (or go straight to the sign-up page).
- 2 Enter your **full name** as it should appear on reports and claims, your **email**, and a **password** of at least 8 characters, twice.
- 3 Tick **I accept the terms of service and privacy policy**.
- 4 If a security check box is shown, wait for it to show a green tick (it usually checks itself; sometimes it asks you to click it). It keeps automated sign-ups out.
- 5 Press **Create account**.

**StrengthNorm**

### Create your clinician account

\$10.00 per month. Cancel any time. Your clients are private to your account.

Before you sign up, read how it works

[Clinician guide](#) [Sample report \(PDF\)](#)

**Full name**

Alex Morgan

**Email**

alex.morgan@example.com

**Password** 8+ characters

.....

**Repeat password**

.....

☒ I accept the terms of service and privacy policy

Success! **CLOUDFLARE** Privacy • Help

**Create account**

We will email you a link to confirm your address before you can sign in.

Already have an account? [Sign in](#)

The sign-up form. The security check shows a green tick when it has passed.

## Confirm your email

You will see **Check your email**. We send a message titled **Confirm your StrengthNorm account** to the address you entered. Your account works only after you confirm it, so nobody can sign up with your address.

## Check your email

We sent a link to **alex.morgan@example.com**. Open it and press **Confirm my email** to finish creating your account.

The link works for 48 hours.

No email after a few minutes? Check the spam folder, or send a new link:

### Email

**Send a new link**

[Back to sign in](#)

After pressing Create account.

## Confirm your email

Account for **Alex Morgan**, alex.morgan@example.com.

**Confirm my email**

The page the link opens.

### YOUR INBOX

## Confirm your StrengthNorm account

**From** StrengthNorm <no-reply@doctor.am>

**To** alex.morgan@example.com

Hello Alex Morgan,

To finish creating your StrengthNorm account, open this link and press "Confirm my email":

<https://www.doctor.am/index.php?p=verify&token=b42202ce43f963f64a6f953b7bcef850e80798d2351609477286d2d1efc7ed6d>

The link works for 48 hours. If you did not create an account, ignore this email.

The confirmation email. Open the link in it.

- 6 Open the email and click the link. The link works for 48 hours.
- 7 On the page that opens, press **Confirm my email**. You are signed in straight away.

**No email after a few minutes?** Look in the spam or junk folder. On the *Check your email* page you can send a new link (the earlier link then stops working). If it still does not arrive, contact the administrator, who can confirm the account for you. Sign-ups that are not confirmed within 7 days are removed, and you can simply sign up again.

### 3 Start your subscription

After you confirm your email, the **Subscription** page opens. StrengthNorm costs **\$10.00 per month**. It renews automatically each month and you can cancel at any time.

✓ Email confirmed. Welcome to StrengthNorm! Start your subscription to use it.

#### Subscription

StrengthNorm Professional: \$10.00 per month

##### Status

ⓘ No subscription yet

Subscribe to start recording clients and rating their strength against the norms.

##### Subscribe

\$10.00 per month, renews automatically, cancel any time from this page.

###### PayPal

PayPal balance, bank or card through PayPal.

**PayPal** Subscribe

**PayPal CREDIT** Subscribe

Debit or Credit Card

Powered by **PayPal**

###### Card

Visa, Mastercard, American Express and wallets, on Stripe's secure checkout page.

**Pay by card**

Card and PayPal details are entered on PayPal's or Stripe's own pages and never reach this server.

##### Payments

No payments yet.

Choose how to pay. Card and PayPal details are entered on PayPal's or Stripe's own secure pages, never in StrengthNorm.

- **PayPal:** press the PayPal button and approve the subscription in the PayPal window (PayPal balance, bank account or card through PayPal).
- **Card:** press **Pay by card**. Stripe's secure checkout page opens; enter the card (Visa, Mastercard, American Express, or a wallet such as Apple Pay or Google Pay) and confirm. You return to StrengthNorm automatically.

When the payment is confirmed, the status shows **Active** with the renewal date, and the full menu appears.

### Subscription

StrengthNorm Professional: \$10.00 per month

#### Status

✔ **Active**

Renews on **25 Nov 2026** for \$10.00, paid by PayPal.

Manage in PayPal

Cancel subscription

Go to StrengthNorm

#### Payments

| Date        | Method | Amount    | Status    |
|-------------|--------|-----------|-----------|
| 25 Oct 2026 | PayPal | 10.00 USD | Completed |

An active subscription. Your payments are listed below the status.

- **Cancel:** press **Cancel subscription** on this page. You will not be charged again and you keep access until the end of the month you paid for.
- **Change card or download invoices** (card payments) or **Manage in PayPal** (PayPal payments).
- If the subscription ends, your clients and reports are kept. Subscribe again to open them.
- The administrator can also give you free access; the page then shows **Free access** and no payment is needed.

4

Find your way around

Sign in at any time with your email and password. The **Overview** shows your numbers, the latest assessments and the tests that have norms.



Overview

Clients

Force-time tests

Insurance billing

Quick calculator

Norm library

Subscription

Alex Morgan

[Account](#) [Guide](#) [Sign out](#)

Overview

Rate strength tests against published norms for sex, age and body weight.

3

Clients

4

Assessments

3

Assessments this month

96

Norm tables loaded

Recent assessments

[All clients](#)

| Client              | Date        | Age | Tests                     |
|---------------------|-------------|-----|---------------------------|
| Ana Ferreira Female | 22 Oct 2026 | 42  | 4 <a href="#">Report</a>  |
| Carlos Ruiz Male    | 20 Oct 2026 | 35  | 14 <a href="#">Report</a> |
| Maria Lopez Female  | 15 Oct 2026 | 68  | 4 <a href="#">Report</a>  |
| Maria Lopez Female  | 10 Nov 2025 | 67  | 4 <a href="#">Report</a>  |

Test catalogue

[Norm library](#)

| Test                                            | Norm tables    |
|-------------------------------------------------|----------------|
| 30-second chair stand                           | 1              |
| Five-times sit-to-stand                         | 1              |
| 30-second arm curl                              | 1              |
| Handgrip strength (dynamometer)                 | 5              |
| Grip strength, bulb dynamometer (Baseline, psi) | 3              |
| Push-up test (CPAFLA)                           | 1              |
| Bench press 1RM                                 | 1              |
| Row 1RM (seated cable or bent-over)             | Used in ratios |
| Pull-ups (maximum repetitions)                  | None           |
| Elbow flexion (hand-held dynamometer)           | 2              |
| Elbow extension (hand-held dynamometer)         | 2              |
| Knee extension (hand-held                       | 2              |

The Overview. The menu is on the left; on a phone, open it with the Menu button.

|                   |                                                                                                                                                         |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Overview          | Your counts, the latest assessments, the tests and how many norm tables each has.                                                                       |
| Clients           | Your client list, search, and each client's page with assessments, progress, force-time tests and billing.                                              |
| Force-time tests  | All force-time tests (for example from an ActivForce 2), newest first.                                                                                  |
| Insurance billing | Your superbills, filtered by status and payer, and the billing guide.                                                                                   |
| Quick calculator  | Rate a result without creating a client. Nothing is saved.                                                                                              |
| Norm library      | Every reference table, with its method, population and source.                                                                                          |
| Subscription      | Status, payment method, payments, cancel.                                                                                                               |
| Account           | At the bottom of the menu: your name, sign-in email, billing profile and password. <b>Guide</b> opens this guide and <b>Sign out</b> ends your session. |

StrengthNorm clinician guide

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Name and sign-in email

Change your name or the email you sign in with under **Account**. To change the email, also type your current password. The administrator is notified, a notice goes to your previous email address, and earlier names and emails stay in your account history.

**Name and sign-in email**

You sign in with this email. When you change your name or email, your administrator is notified, and earlier names and emails stay in your account history.

**Name**

Alex Morgan

**Email**

alex.morgan@example.com

**Current password** needed only to change the email

Save name and email

Billing profile

If you will print superbills, fill in the **billing profile** once. It prints on every superbill as the rendering and billing provider.

- **Credentials** (for example PT, DPT, OTR/L, DC, MD), **NPI** (10 digits; the number is checked), **state license number** and **tax ID** (EIN or SSN, claim box 25).
- **Practice name, address and phone.**
- **New York workers' compensation and no-fault only:** your WCB authorization number and rating code (CMS-1500 field 19).

### Billing profile

Printed on your superbills and claim summaries (rendering and billing provider). Leave empty what does not apply.

**Credentials** e.g. PT, DPT, OTR/L, DC, MD

**NPI** 10 digits

PT, DPT

1234567893

**State license number**

**Tax ID** EIN or SSN, claim box 25

PT-000000

12-3456789

**Practice name**

Example Physical Therapy

**Practice address** street, city, state ZIP

100 Sample Street, Albany, NY 12207

**Practice phone**

**NY WCB authorization no.** CMS-1500

518-555-0100

field 19 (REFX5)

**NY WCB rating code** field 19 (G2); also on the NF-3

Save billing profile

The billing profile, filled with sample values.

## Password

Change it under **Change password** on the same page. Forgot it? Ask the administrator to set a new one, then change it here.

## 6 Add a client

Go to **Clients** and press **Add client** (or **Add client** on the Overview).

|                                                                                                                                         |                                  |                                                                                      |                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <b>First name</b>                                                                                                                       | <b>Last name</b>                 | <b>Sex</b>                                                                           | <b>Birth date</b>                                                        |
| <input type="text" value="Jordan"/>                                                                                                     | <input type="text" value="Lee"/> | <input checked="" type="button" value="Female"/> <input type="button" value="Male"/> | <input type="text" value="04/15/1979"/> <input type="button" value="📅"/> |
| <b>Height</b> cm                                                                                                                        | <b>Body weight</b> kg            | <b>Dominant side</b>                                                                 | <b>Email</b> optional                                                    |
| <input type="text" value="168"/>                                                                                                        | <input type="text" value="70"/>  | <input checked="" type="button" value="Right"/> <input type="button" value="Left"/>  | <input type="text" value="jordan.lee@example.com"/>                      |
| <b>Phone</b> optional                                                                                                                   |                                  |                                                                                      |                                                                          |
| <input type="text" value="518-555-0177"/>                                                                                               |                                  |                                                                                      |                                                                          |
| <b>Street address</b> optional, printed on insurance claims                                                                             |                                  |                                                                                      |                                                                          |
| <input type="text" value="42 Example Road"/>                                                                                            |                                  |                                                                                      |                                                                          |
| <b>City</b>                                                                                                                             | <b>State</b> 2 letters           | <b>ZIP code</b>                                                                      |                                                                          |
| <input type="text" value="Albany"/>                                                                                                     | <input type="text" value="NY"/>  | <input type="text" value="12203"/>                                                   |                                                                          |
| <b>Notes</b> diagnosis, goals, precautions                                                                                              |                                  |                                                                                      |                                                                          |
| <input type="text" value="Left knee: 6 months after ACL reconstruction. Return-to-sport testing."/>                                     |                                  |                                                                                      |                                                                          |
| <input type="button" value="Add client"/> <input type="button" value="Add and start assessment"/> <input type="button" value="Cancel"/> |                                  |                                                                                      |                                                                          |

A new client. Sex, birth date, height, weight and dominant side decide which reference values apply.

- **Sex and birth date** are required: every norm is split by sex and age. The age is calculated on the date of each assessment.
- **Height and body weight** are used by tables expressed per kilogram of body weight, by BMI cut-offs and by the reference equations for dynamometry. You can enter a new weight with each assessment.
- **Dominant side** chooses between the dominant and non-dominant norms where a study reports them separately.
- **Address** is optional and only printed on insurance claims. **Notes** are for diagnosis, goals and precautions.

Press **Add and start assessment** to go straight to the test entry, or **Add client** to save only.

## The client's page

Open a client from the list. Their page holds the body measures, all assessments (with **Report** and **Edit**), notes, force-time tests, insurance cases and superbills, and a progress chart. From here start a **New assessment** or a **New force-time test**.

Maria Lopez

Female, 68 years, right-side dominant

Edit details

New force-time test

New assessment

68.0  
Body weight, kg

160  
Height, cm

26.6  
BMI, kg/m<sup>2</sup>

2  
Assessments

Assessments

| Date        | Age | Weight  | Tests | Assessor                                    |
|-------------|-----|---------|-------|---------------------------------------------|
| 15 Oct 2026 | 68  | 68.0 kg | 4 -   | <a href="#">Report</a> <a href="#">Edit</a> |
| 10 Nov 2025 | 67  | 69.5 kg | 4 -   | <a href="#">Report</a> <a href="#">Edit</a> |

Notes

Community-dwelling older adult, follow-up after falls programme.

Birth date 12 Mar 1958

Insurance and billing

Payer cases (health plan, Medicare, workers' compensation, no-fault) and superbills for this client.

No insurance case or superbill yet.

Add insurance case

New superbill

Progress

Result over time. Hover a point for the rating at that date.

Test

30-second chair stand

reps

13

To delete a client and all their assessments, open **Edit details** and use **Delete client** at the bottom.

## 7 Record an assessment

- On the client's page press **New assessment**.
- Check the **assessment date** and the **body weight on the day** (and height if it changed). Add session notes if you wish.
- Choose a **battery** to show its tests: *Older adult functional strength*, *Push-pull strength (gym)*, *Muscle testing (hand-held dynamometry)*, *Isometric push-pull and rotation (force gauge)*, *Isometric legs, knees and ankles (force gauge)*, *Sarcopenia strength screen*, *Grip (dynamometer and bulb)*, the three range of motion batteries (see below), or *All tests*. You can switch on several.
- Type the result of each trial. The line under the test name says what is rated: for example *best trial*, *best side is rated* for handgrip, or *mean of trials*, *each side rated* for dynamometry. The rating appears as you type.
- Press **Save and view report**.

### Knee extension (hand-held dynamometer)

N, mean of trials, each side rated

|       | Trial 1 | Trial 2 | Trial 3 | Result |
|-------|---------|---------|---------|--------|
| Left  | 262     | 270     | 266     | 266.0  |
| Right | 330     | 342     | 336     | 336.0  |

Left = involved side (ACL reconstruction)

► Protocol

**Left: 266 N**

Average 60th percentile

Mean  $245 \pm 79$  N (n=67); z = 0.27

Douma et al. 2014 (HHD reference values), Female, age 40-49, non-dominant side

**Right: 336 N**

Average 72nd percentile

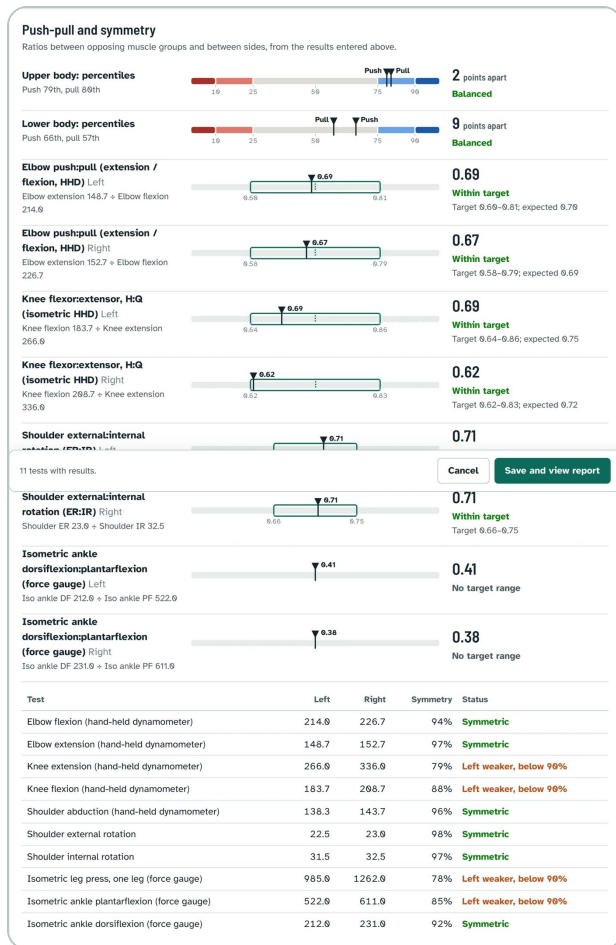
Mean  $262 \pm 127$  N (n=66); z = 0.58

Douma et al. 2014 (HHD reference values), Female, age 40-49, dominant side

Live rating while you type: the marker shows where the result falls on the population scale, with the percentile and the reference.

- **1RM lifts:** type the 1RM, or a load and the repetitions (up to 10) and press **Use estimate** (average of the Epley and Brzycki formulas).
- **Note** under each test for pain, compensation or equipment. It prints on the report.
- **Protocol** opens the test procedure the norms were collected with. Follow it: norms only apply to the same method.
- Tests without a loaded norm can still be recorded; they are used in ratios and progress charts.

Below the tests, **Push-pull and symmetry** updates as you go, so you see the ratios and side differences before you save.



## 8 Read and print the report

Every saved assessment has a **strength report**. Open it from the client's page or the Overview (**Report**).

# Strength report

[Jordan Lee](#), assessed 25 Oct 2026 by Alex Morgan

[Edit results](#)[Bill this visit](#)[Print or save PDF](#)[New assessment](#)

## Person

Sex **Female**  
Age **47.5 years**  
Body weight **70.0 kg**  
Height **168 cm**  
BMI **24.8 kg/m<sup>2</sup>**  
Dominant side **Right**

## Summary

Tests recorded **11**  
Results rated against norms **10 (11 without norms)**  
Mean percentile **73rd (10 results)**  
Ratios outside target **0**  
Side differences flagged **4**

Well below average Below average  
Average Above average  
Well above average

The report header and summary.

## How to read a result

### Muscle tests (dynamometry)

#### Elbow flexion (hand-held dynamometer)

Left

214<sub>N</sub>



Above average  
78th percentile

► Reference: Douma et al. 2014 (HHD reference values), Female, age 40-49, non-dominant side

#### Elbow flexion (hand-held dynamometer)

Right

227<sub>N</sub>



Above average  
83rd percentile

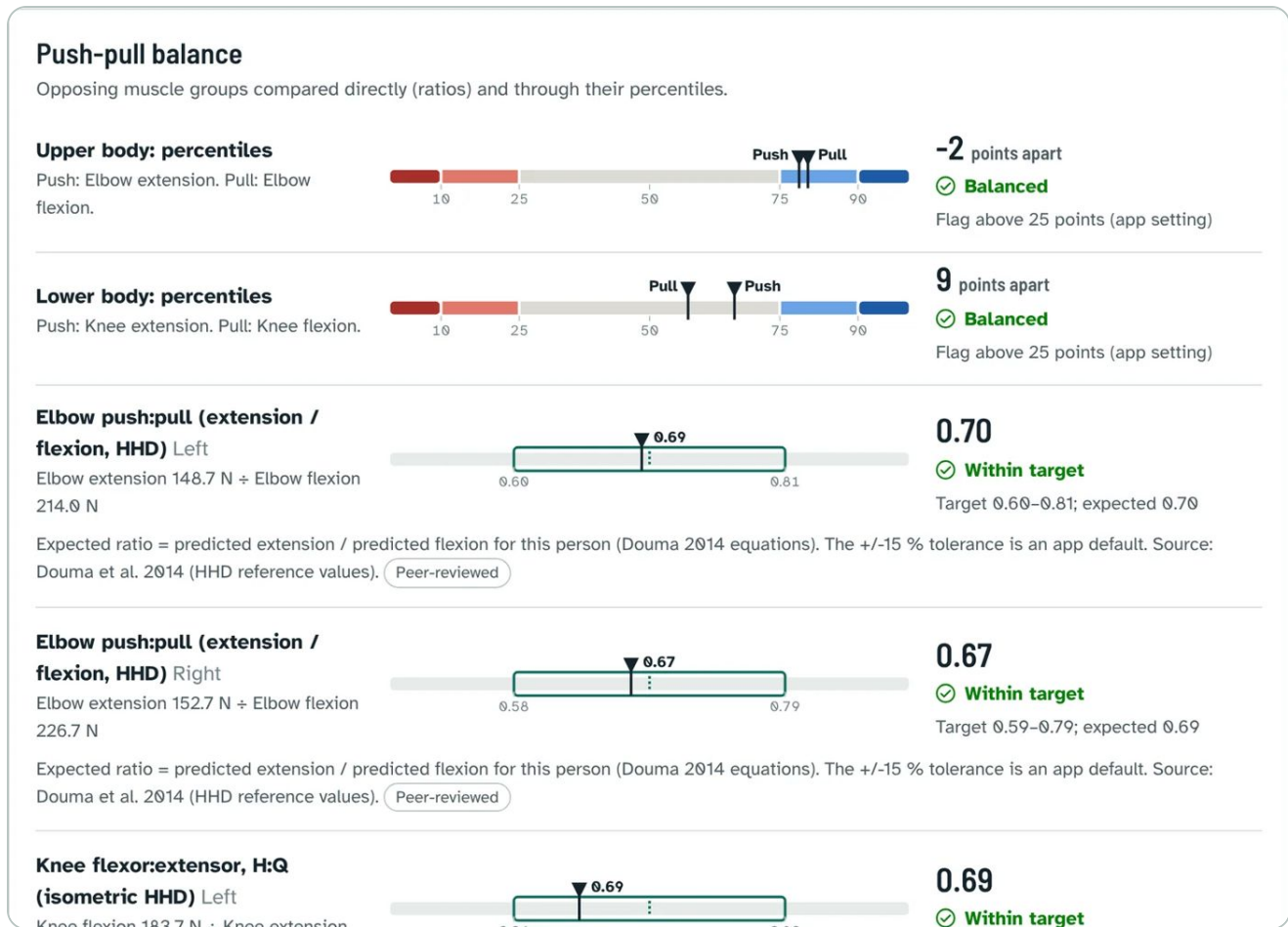
► Reference: Douma et al. 2014 (HHD reference values), Female, age 40-49, dominant side

- The **scale** runs from well below average (red) through average (grey) to well above average (blue); the marker is your client.
- Next to it: the **rating** and, depending on the table, the **percentile**, the **% of predicted** value (reference equations) or a **clinical cut-off** such as low grip strength for sarcopenia.
- Under it: the **reference** used, with the sex, age group and side. All sources are listed with links at the end of the report.

## Push-pull balance

Opposing muscle groups are compared in two ways: as a direct **ratio** with its target range (for example knee flexors to extensors, or shoulder external to internal rotation), and as the gap between their **percentiles**,

flagged above 25 points.



## Isometric strength (force gauge)

The *Isometric push-pull and rotation (force gauge)* battery measures pushing and pulling in five directions: horizontal, vertical, a 45° high line (push forward-upward, pull from above backward-downward), a 45° low line (push forward-downward, pull from the floor backward-upward) and bilateral horizontal adduction and abduction; and rotation: trunk rotation to each side and shoulder external and internal rotation of each arm.

The *Isometric legs, knees and ankles (force gauge)* battery adds the leg lift (mid-thigh pull, both legs), the leg press of each leg, ankle plantarflexion and dorsiflexion and ankle inversion and eversion; knee extension and flexion are the hand-held dynamometer tests, rated against norms. The report pairs each measurement with the opposite direction (push and pull, the two rotations, left and right leg, the two ankle directions), in newtons and × body weight, with the ratio and the change since the last visit. Only the tests you measured appear. No population norms exist for most of these directional forces, so they are compared with each other and over time; the shoulder external:internal rotation ratio is checked against its published target range.

### Isometric strength (force gauge)

Peak force, best of the trials. Each measurement is paired with the opposite direction (push and pull, the two rotations, the two sides of the legs, the two ankle directions), with their ratio.  $\times BW = \text{force} \div \text{body weight}$ . No population norms are loaded for these tests: compare the pairs and follow the change over time. Knee extension and flexion are in the muscle tests above, rated against norms.

| Push-pull (each push with the pull in the opposite direction) | Measurement                                                 | Opposite                                                              | Ratio                                     |
|---------------------------------------------------------------|-------------------------------------------------------------|-----------------------------------------------------------------------|-------------------------------------------|
| <b>Horizontal</b>                                             | <b>380 N</b> $0.46 \times BW$<br>push forward               | <b>420 N</b> $0.51 \times BW$<br>pull backward                        | <b>1.11</b><br>pull $\div$ push           |
| <b>Vertical</b>                                               | <b>296 N</b> $0.36 \times BW$<br>push upward                | <b>512 N</b> $0.62 \times BW$<br>pull downward                        | <b>1.73</b><br>pull $\div$ push           |
| <b>45° high line</b>                                          | <b>335 N</b> $0.41 \times BW$<br>push forward-upward        | <b>476 N</b> $0.58 \times BW$<br>pull from above, backward-downward   | <b>1.42</b><br>pull $\div$ push           |
| <b>45° low line</b>                                           | <b>361 N</b> $0.44 \times BW$<br>push forward-downward      | <b>444 N</b> $0.54 \times BW$<br>pull from the floor, backward-upward | <b>1.23</b><br>pull $\div$ push           |
| <b>Horizontal adduction / abduction, both arms</b>            | <b>262 N</b> $0.32 \times BW$<br>squeeze inward (adduction) | <b>170 N</b> $0.21 \times BW$<br>spread apart (abduction)             | <b>0.65</b><br>abduction $\div$ adduction |
| Rotation                                                      | Measurement                                                 | Opposite                                                              | Ratio                                     |
| <b>Trunk rotation</b>                                         | <b>222 N</b> $0.27 \times BW$<br>to the left                | <b>246 N</b> $0.30 \times BW$<br>to the right                         | <b>1.11</b><br>right $\div$ left          |
| <b>Shoulder rotation, right</b>                               | <b>152 N</b> $0.18 \times BW$<br>internal rotation          | <b>96 N</b> $0.12 \times BW$<br>external rotation                     | <b>0.63</b><br>ER $\div$ IR               |
| <b>Shoulder rotation, left</b>                                | <b>161 N</b> $0.20 \times BW$<br>internal rotation          | <b>118 N</b> $0.14 \times BW$<br>external rotation                    | <b>0.73</b><br>ER $\div$ IR               |

Upper body: push-pull and rotation.

### Isometric strength (force gauge)

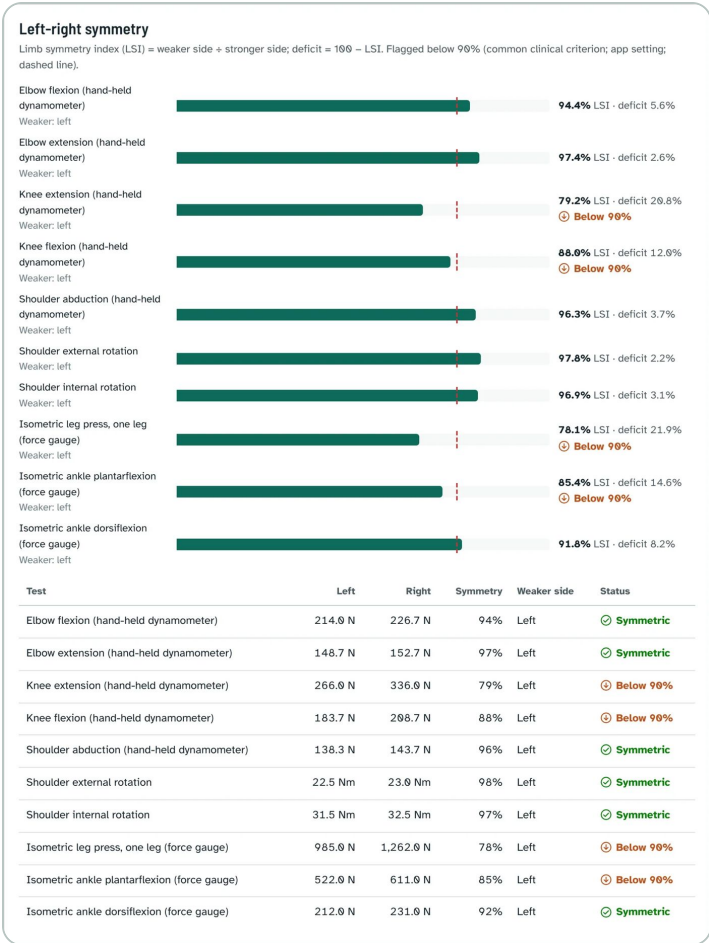
Peak force, best of the trials. Each measurement is paired with the opposite direction (push and pull, the two rotations, the two sides of the legs, the two ankle directions), with their ratio.  $\times BW = \text{force} \div \text{body weight}$ . No population norms are loaded for these tests: compare the pairs and follow the change over time. Knee extension and flexion are in the muscle tests above, rated against norms.

| Legs and ankles                             | Measurement                                     | Opposite                                      | Ratio                            |
|---------------------------------------------|-------------------------------------------------|-----------------------------------------------|----------------------------------|
| <b>Leg lift (mid-thigh pull), both legs</b> | <b>1,465 N</b> $2.13 \times BW$<br>lift upward  |                                               |                                  |
| <b>Leg press, one leg at a time</b>         | <b>985 N</b> $1.43 \times BW$<br>left leg       | <b>1,262 N</b> $1.84 \times BW$<br>right leg  | <b>1.28</b><br>right $\div$ left |
| <b>Ankle, right</b>                         | <b>611 N</b> $0.89 \times BW$<br>plantarflexion | <b>231 N</b> $0.34 \times BW$<br>dorsiflexion | <b>0.38</b><br>DF $\div$ PF      |
| <b>Ankle, left</b>                          | <b>522 N</b> $0.76 \times BW$<br>plantarflexion | <b>212 N</b> $0.31 \times BW$<br>dorsiflexion | <b>0.41</b><br>DF $\div$ PF      |

Legs and ankles, for the client after knee surgery.

# Left-right symmetry

The **limb symmetry index** (LSI) is the weaker side divided by the stronger side; the deficit is 100 minus the LSI. Results below 90% are flagged.



Here the involved left knee is flagged: 79% for extension and 88% for flexion.

## Print, save as PDF or share

Press **Print** or **save PDF**. Your browser's print window opens; choose your printer, or **Save as PDF** to email it or attach it to your notes. The printout is laid out for paper, without menus.

Norms describe the populations they were measured in. Use the ratings with clinical judgement, and always with the same test protocol as the reference study.

## 9 Range of motion (inclinometry)

Range of motion is recorded in the same assessment as strength, so one report and one superbill cover the visit. Physical therapists, chiropractors and orthopedic physicians use it for evaluations, progress notes, impairment and permanency reports.

- 1 In the assessment, choose a range of motion battery: *Spine range of motion (dual inclinometry)*, *Upper extremity range of motion* or *Lower extremity range of motion*.
- 2 Measure each motion up to three times per side and type the degrees. The greatest of the trials is rated.
- 3 For the spine, use the **dual inclinometer** helper: type the upper and the lower reading (for the lumbar spine, T12 and sacrum; thoracic, T1 and T12; cervical, head and T1) and press **Use as next trial**. The true spinal motion is the difference.

### Cervical flexion ROM

Trial 1

Trial 2

Trial 3

Result

48

48

48

Trials consistent (within 5°, or 10% for larger motions).

Upper °

Lower °

63

13

Use as next trial

Motion 50° (63° – 13°)

Note (pain, compensation, equipment)

► Protocol

°, greatest of 3 trials

70%

90%

100%

Limited

80% of normal

Normal 60°; 80% of normal, 12° short of normal. Next: Normal: 60°

Oregon WCD spinal ROM forms, Both sexes, age 18+

Dual inclinometry: the upper minus the lower reading fills the next trial.

- **Consistency check:** repeated measurements should agree within 5°, or within 10% for larger motions (AMA Guides). If they do not, a warning asks you to repeat the measurement.
- **Rating:** each result is shown as a **percentage of the normal value** of the reference (named under the result): within the normal range from 90%, limited below that, markedly limited below 70% (app settings). The main reference is the New York WCB 2018 Impairment Guidelines for the limbs and the AMA Guides 5th edition and Oregon workers' compensation values for the spine; the AMA Guides, AAOS and the CDC normal joint motion study (means for age and sex) are listed under each result as well.
- **Side comparison:** the smaller side divided by the larger side, flagged below 90%.

On the report, range of motion has its own table: the normal value, right and left in degrees with % of normal, the side comparison, the change since the last assessment, and any trial that needs repeating.

## Range of motion

Degrees, greatest of the consistent trials. % of normal = result ÷ the normal value of the reference; within the normal range from 90%, markedly limited below 70% (app settings). Side comparison = smaller + larger side.

| Motion                                                                            | Normal | Right                                                           | Left                                                    | Side comparison                      |
|-----------------------------------------------------------------------------------|--------|-----------------------------------------------------------------|---------------------------------------------------------|--------------------------------------|
| <b>Cervical flexion ROM</b><br>Dual inclinometry<br>Oregon WCD spinal ROM forms   | 60°    | Midline (no side)<br><b>50°</b> 83%<br><br><span>Limited</span> |                                                         |                                      |
| <b>Cervical extension ROM</b><br>Dual inclinometry<br>Oregon WCD spinal ROM forms | 75°    | Midline (no side)<br><b>60°</b> 80%<br><br><span>Limited</span> |                                                         |                                      |
| <b>Cervical rotation ROM</b><br>Oregon WCD spinal ROM forms                       | 80°    | <b>74°</b> 93%<br><br><span>Within normal range</span>          | <b>78°</b> 98%<br><br><span>Within normal range</span>  | 95%<br>Right 4° less                 |
| <b>Shoulder flexion ROM</b><br>NY WCB 2018 Impairment Guidelines                  | 180°   | <b>152°</b> 84%<br><br><span>Limited</span>                     | <b>179°</b> 99%<br><br><span>Within normal range</span> | 85%<br>Right 27° less<br>⬇ Below 90% |
| <b>Shoulder abduction ROM</b><br>NY WCB 2018 Impairment Guidelines                | 180°   | <b>140°</b> 78%<br><br><span>Limited</span>                     | <b>178°</b> 99%<br><br><span>Within normal range</span> | 79%<br>Right 38° less<br>⬇ Below 90% |
| Painful arc 90-130° on the right.                                                 |        |                                                                 |                                                         |                                      |
| <b>Shoulder external rotation ROM</b><br>NY WCB 2018 Impairment Guidelines        | 90°    | <b>72°</b> 80%<br><br><span>Limited</span>                      | <b>90°</b> 100%<br><br><span>Within normal range</span> | 80%<br>Right 18° less<br>⬇ Below 90% |
| <b>Shoulder internal rotation ROM</b><br>NY WCB 2018 Impairment Guidelines        | 70°    | <b>55°</b> 79%<br><br><span>Limited</span>                      | <b>70°</b> 100%<br><br><span>Within normal range</span> | 79%<br>Right 15° less<br>⬇ Below 90% |

## Billing range of motion

Range of motion is billed with **95851**, one unit per extremity (excluding the hand) or spine section measured, or **95852** for the hand. When the superbill is linked to the assessment, StrengthNorm counts the regions measured and fills the units of 95851; the range of motion table prints with the superbill as its written report.

## Services

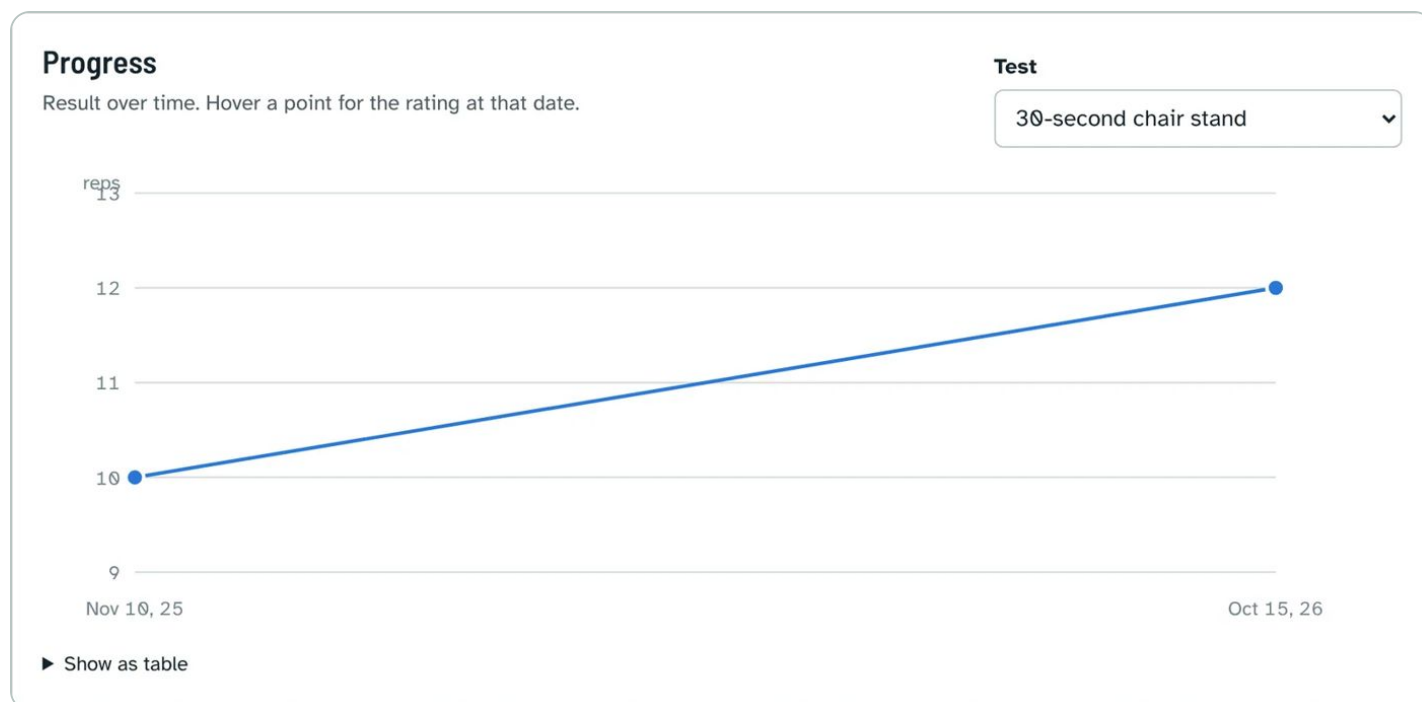
Timed codes (such as 97750, per 15 minutes) get their units from the minutes and the unit rule above. Diagnosis pointers: letters from the list above, up to 4 (for example A,B).

| #                                                                                                                                                                                  | Code  | Modifiers | Minutes | Units | Dx pointer | Fee / unit | Charge |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------|---------|-------|------------|------------|--------|
| 1                                                                                                                                                                                  | 97750 | GP        | 45      | 3     | A,B        | 42.00      | 126.00 |
| Physical performance test or measurement with written report, each 15 minutes                                                                                                      |       |           |         |       |            |            |        |
| 2                                                                                                                                                                                  | 95851 | GP        |         | 3     | A          |            |        |
| Range of motion measurements and report, each extremity (excluding hand) or each trunk section.<br>Measured: cervical spine, left upper extremity, right upper extremity (3 units) |       |           |         |       |            |            |        |

**When it is paid:** Medicare and most health plans do not pay 95851 on the same day as an evaluation or re-evaluation, an office visit (E/M), 97750, 97530 or manipulation, and no modifier changes that. It is separately payable on a treatment visit without those services. New York workers' compensation and no-fault pay it under the current fee schedule; the revised schedule proposed in August 2026 would set it to zero, and in permanency (schedule loss of use) exams range of motion is part of the exam fee. The coding checks warn about these cases. **All the exact details** (codes, units, forms, deadlines and how to send the claim to each payer, with official sources) **are in the software:** Insurance billing → Billing guide → Range of motion.

## 10 Follow progress

After a second assessment, the client's page draws a **progress chart** for each test. Choose the test in the list; hover over a point for the rating on that date, or open **Show as table**.



## 11 Quick calculator

The **Quick calculator** rates results without creating a client, for example during a screening or to answer a question. Enter sex, age, weight, height and dominant side, choose a battery and type the results. Nothing on this page is saved.

Sex

Female

Male

Age years

52

Body weight kg

88

Height cm

178

Dominant side

Right

Left

Tests

Choose a battery to show its tests. Ratings update as you type.

Older adult functional strength

Push-pull strength (gym)

Isometric push-pull and rotation (force gauge)

Isometric legs, knees and ankles (force gauge)

Muscle testing (hand-held dynamometry)

Sarcopenia strength screen

Grip (dynamometer and bulb)

Spine range of motion (dual inclinometry)

Upper extremity range of motion

Lower extremity range of motion

All tests

Grip

Handgrip strength (dynamometer)

kg, best trial, best side is rated

Trial 1

Trial 2

Left

38

40

Right

41

43

Note (pain, compensation, equipment)

Protocol

Result

Best (right): 43.0 kg

40.0

43.0

10

25

50

75

90

Average

28th percentile

Median 47.3 kg; P25-P75 42.5–51.7; P5-P95 35.9–58.8. Next: Median: 47.3 kg

Wong 2016 (CHMS, Statistics Canada), Male, age 50–54

## 12 Norm library

The **Norm library** lists every reference table: the test, the method (percentiles, mean and standard deviation, reference equation, rating bands or clinical cut-off), how body size is used, the source and the number of age and sex groups. Open **View** to see the full table and the study it comes from.

## Norm library

Every reference table the app rates against, with its source. Tables are stratified by sex, age and, where published, body weight or side.

How body size is used: **per kg body weight** tables rate the result divided by body weight (bench press, relative grip); **reference equations** predict the expected value from sex, age, weight and height (dynamometry); **per BMI** cut-offs divide by BMI. You can also add tables split into weight classes.

| Test                                   | Norm table                                                          | Method           | Body size          | Source                                                                               | Rows                    |
|----------------------------------------|---------------------------------------------------------------------|------------------|--------------------|--------------------------------------------------------------------------------------|-------------------------|
| <b>30-second chair stand</b>           | <a href="#">Senior Fitness Test normal range: 30-s chair stand</a>  | Rating bands     | Absolute           | Rikli & Jones (Senior Fitness Test)<br><small>Test manual</small>                    | 14 <a href="#">View</a> |
| <b>Five-times sit-to-stand</b>         | <a href="#">EWGSOP2 chair stand (five rises)</a>                    | Clinical cut-off | Absolute           | Cruz-Jentoft et al. 2019 (EWGSOP2)<br><small>Peer-reviewed</small>                   | 1 <a href="#">View</a>  |
| <b>30-second arm curl</b>              | <a href="#">Senior Fitness Test normal range: 30-s arm curl</a>     | Rating bands     | Absolute           | Rikli & Jones (Senior Fitness Test)<br><small>Test manual</small>                    | 14 <a href="#">View</a> |
| <b>Handgrip strength (dynamometer)</b> | <a href="#">CHMS maximum grip strength percentiles (ages 6-79)</a>  | Percentiles      | Absolute           | Wong 2016 (CHMS, Statistics Canada)<br><small>National survey</small>                | 52 <a href="#">View</a> |
|                                        | <a href="#">Relative grip strength (grip / body weight), NHANES</a> | Percentiles      | Per kg body weight | NHANES 2011-2014 relative grip (fitnessnorms.com)<br><small>Secondary source</small> | 14 <a href="#">View</a> |

If a client is outside the ages a study covered, no rating is shown for that table rather than a guess. The report then says no norm applies.

## 13 Force-time tests

Use force-time tests for isometric tests on a digital dynamometer that records force over time, such as the ActivForce 2. You record up to four trials for the right, left and both sides; StrengthNorm calculates the averages, the trial-to-trial variation, limb symmetry for every metric and draws the charts.

### 1. Create the test

On the client's page press **New force-time test**.

|                                                                                                                                                                                                                                                   |                                                                                                                                        |                                                   |                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|----------------------------------------------------------------------------------|
| <b>Date</b><br>10/20/2026                                                                                                                                                                                                                         | <b>Movement</b><br>Shoulder abduction                                                                                                  | <b>Device</b> optional<br>ActivForce 2            | <b>Force unit</b><br>Pounds (lb)                                                 |
| <b>Trials per side</b><br>3                                                                                                                                                                                                                       | <b>Involved side</b> for limb symmetry<br>Right: right ÷ left                                                                          | <b>Body weight</b> kg, for relative force<br>84.0 | <b>Compare peak force with</b><br>optional norm test<br>Shoulder abduction (hand |
| <b>Part of assessment</b> optional,<br>shows on its report<br>20 Oct 2026                                                                                                                                                                         | <b>Curve start threshold</b> force<br>above resting level, in the force unit;<br>default 1 lb / 0.5 kg / 4.5 N<br><input type="text"/> |                                                   |                                                                                  |
| <b>Notes</b> position, attachment, pain<br>Seated, arm abducted to 90° in the scapular plane, dynamometer just proximal to the elbow. Three 3-second maximal efforts per side, 60 s rest. Mild pain (2/10) on the right at the end of the effort. |                                                                                                                                        |                                                   |                                                                                  |
| <b>Create and enter results</b>                                                                                                                                                                                                                   |                                                                                                                                        | <b>Cancel</b>                                     |                                                                                  |

- **Force unit:** the unit your device exports (pounds, kilograms or newtons).
- **Involved side:** for an injured or operated side choose it here, so symmetry is calculated as involved ÷ uninjured. Otherwise the weaker side is divided by the stronger one.
- **Body weight** gives relative peak force (× body weight).
- **Compare peak force with** a norm test (for example shoulder abduction) to rate the peak force against the hand-held dynamometry norms.
- **Part of assessment** links the test to an assessment, so it is printed on that assessment's report.

## 2. Enter or import the results

Press **Create and enter results**. There are three ways to fill the table:

- **Type** the values into the table: one column per trial, right, then left, then both sides.
- **Paste from the device export or Excel:** copy the device's results table (with or without the metric names; names such as "Peak force(LB)" and "RFD@100ms" are recognised) and press **Fill the table**.
- **Import raw force-time curves:** a CSV or text file with time in the first column and force in the next columns (one per trial). Choose the side and the first trial, then **Calculate and fill**. The start of the effort is the first point above the resting level by the start threshold; force, RFD and impulse are calculated at 100, 200 and 300 ms and to peak.

### ▼ Import raw force-time curves

A CSV or text file with time in the first column and force in the next column(s), one column per trial. The metrics are calculated from the curve: start = first point above the resting level by the threshold, then force, RFD and impulse at 100, 200 and 300 ms and to peak.

| Side    | First trial | Time column    | Start threshold lb |
|---------|-------------|----------------|--------------------|
| Right ▼ | 1 ▼         | Milliseconds ▼ | 1                  |

**File** CSV or TXT

No file chosen

**Or paste the data**

```
3130,0.2,0.2,0.2
3140,0.2,0.2,0.2
3150,0.2,0.2,0.2
3160,0.2,0.2,0.2
3170,0.2,0.2,0.2
3180,0.2,0.2,0.2
3190,0.2,0.2,0.2
```

**Calculate and fill**

Right T1, T2, T3 calculated from 320 samples. Save to keep the results and curves.

Importing three curves for the right side.

Press **Save results**. The analysis below the table updates as you type, even before saving.

### 3. Read the analysis

#### Summary

Mean of the trials for each side. CV = trial-to-trial variation of peak force (above 10–15% suggests an inconsistent effort or set-up).

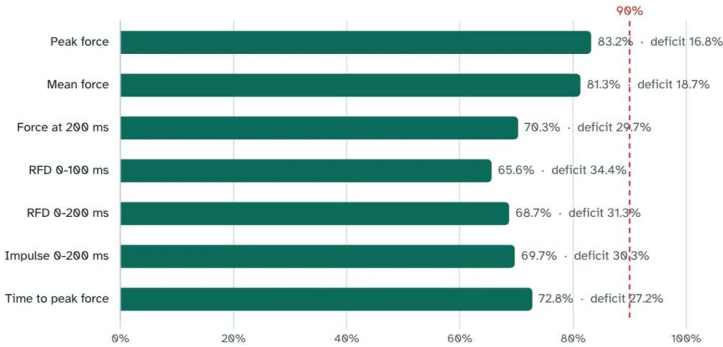
| Metric              | Right  | Left   | Bilateral | Unit |
|---------------------|--------|--------|-----------|------|
| Peak force          | 35.40  | 42.57  | 71.43     | lb   |
| Relative peak force | 0.19   | 0.23   | 0.39      | × BW |
| Time to peak force  | 1,495  | 1,087  | 1,266     | ms   |
| Mean force          | 29.58  | 36.39  | 60.38     | lb   |
| Force at peak       | 35.40  | 42.57  | 71.43     | lb   |
| Force at 100 ms     | 9.41   | 13.69  | 19.06     | lb   |
| Force at 200 ms     | 17.54  | 24.95  | 37.09     | lb   |
| Force at 300 ms     | 22.85  | 31.63  | 49.05     | lb   |
| RFD to peak         | 102    | 169    | 248       | N/s  |
| RFD 0-100 ms        | 363    | 553    | 792       | N/s  |
| RFD 0-200 ms        | 362    | 527    | 797       | N/s  |
| RFD 0-300 ms        | 320    | 450    | 709       | N/s  |
| Impulse to peak     | 192.36 | 164.67 | 323.06    | N·s  |
| Impulse 0-100 ms    | 2.22   | 3.13   | 4.19      | N·s  |
| Impulse 0-200 ms    | 8.32   | 11.94  | 16.88     | N·s  |

Summary: the mean of the trials for each side. A coefficient of variation above 10–15% suggests an inconsistent effort or set-up.

Limb asymmetry

Save PNG

Limb symmetry index (LSI) = right (involved) ÷ left × 100; for time to peak the faster side is the reference. Deficit = 100 – LSI. Flagged below 90% (app setting).



| Metric              | Right     | Left      | LSI   | Deficit | Weaker side | Status      |
|---------------------|-----------|-----------|-------|---------|-------------|-------------|
| Peak force          | 35.40 lb  | 42.57 lb  | 83.2% | 16.8%   | Right       | ⬇ Below 90% |
| Relative peak force | 0.19 × BW | 0.23 × BW | 84.1% | 15.9%   | Right       | ⬇ Below 90% |
| Time to peak force  | 1,495 ms  | 1,087 ms  | 72.8% | 27.2%   | Right       | ⬇ Below 90% |
| Mean force          | 29.58 lb  | 36.39 lb  | 81.3% | 18.7%   | Right       | ⬇ Below 90% |
| Force at peak       | 35.40 lb  | 42.57 lb  | 83.2% | 16.8%   | Right       | ⬇ Below 90% |
| Force at 100 ms     | 9.41 lb   | 13.69 lb  | 68.7% | 31.3%   | Right       | ⬇ Below 90% |
| Force at 200 ms     | 17.54 lb  | 24.95 lb  | 70.3% | 29.7%   | Right       | ⬇ Below 90% |
| Force at 300 ms     | 22.85 lb  | 31.63 lb  | 72.3% | 27.7%   | Right       | ⬇ Below 90% |
| RFD to peak         | 102 N/s   | 169 N/s   | 60.4% | 39.6%   | Right       | ⬇ Below 90% |
| RFD 0-100 ms        | 363 N/s   | 553 N/s   | 65.6% | 34.4%   | Right       | ⬇ Below 90% |
| RFD 0-200 ms        | 362 N/s   | 527 N/s   | 68.7% | 31.3%   | Right       | ⬇ Below 90% |

Limb asymmetry for every metric. Rate of force development often shows a larger deficit than peak force.



Charts by side: right orange, left blue, both sides green. Each chart has a Save PNG button; Save all charts saves them at once.

## Peak force against norms

Shoulder abduction (hand-held dynamometer). Mean peak force converted to N (from lb); uses the saved results. Use the same position and method as the norm study (see the test protocol).

### Shoulder abduction (hand-held dynamometer)

Left

189 N



Average  
63rd percentile

► Reference: Douma et al. 2014 (HHD reference values), Male, age 30-39, non-dominant side

### Shoulder abduction (hand-held dynamometer)

Right

157 N



Average  
27th percentile

► Reference: Douma et al. 2014 (HHD reference values), Male, age 30-39, dominant side

Peak force compared with the norms, converted to the norm's unit.

Use **Print or save PDF** for the full test with charts. When the test is linked to an assessment, its results and symmetry also appear on that assessment's report.

## 14 Insurance billing

StrengthNorm prepares a **superbill**: the claim details, the services with codes and units, and the objective test results that document them. You then enter it in your billing software or clearinghouse, or give it to the patient. StrengthNorm does not send claims itself.

### 1. Add the insurance case

On the client's page, under **Insurance and billing**, press **Add insurance case**. Choose the payer type: commercial health insurance, Medicare, Medicaid, workers' compensation, no-fault / auto (PIP), self-pay or other. The form shows the fields that that payer needs.

The form is titled 'Add insurance case' and is for 'Commercial health insurance'. It includes fields for 'Payer / carrier name' (Example Health Plan), 'Electronic payer ID' (optional), 'Claims address' (optional), 'Insured' (Member ID / policy number: XEH123456789, Group number: GRP-0042, Policy holder), 'Authorization and referral' (Prior authorization number: AUTH-2026-0815, Visits authorized: 12, Authorization expires: mm/dd/yyyy, Referring provider: Dr Taylor Reed), 'Referring NPI' (1234567893), 'Timed-code units' (Default for the payer type), and 'Notes' (visit limits, fee schedule region, contacts). At the bottom, there is a checkbox for 'Active case' and three buttons: 'Add case', 'Add and create a superbill', and 'Cancel'.

The form is titled 'Add insurance case' and is for 'Workers' compensation'. It includes fields for 'Payer / carrier name' (Example Insurance Company), 'Claims address' (optional), 'Claim and injury' (Carrier claim number NY WC: WC-2026-004512, Date of injury / accident: 08/14/2026, WCB case (claim) number NY: G1234567, Carrier code NY: W9999999), 'Employer' (Employer name: Example Logistics LLC, Employer address: 7 Warehouse Lane, Albany, NY 12205).

Workers' compensation: claim number, date of injury, WCB number, carrier code, employer.

Health insurance: member ID, group, authorization, referring provider.

**Timed-code units** follows the payer type (the CMS 8-minute rule for Medicare and Medicaid, per code for the others) and can be changed for the case.

### 2. Create the superbill

After testing, open the report and press **Bill this visit** (or **New superbill** on the client's page or under Insurance billing).

## Visit

### Date of service

10/20/2026

### Insurance case

Commercial health insura

[Add a case](#)

### Assessment results printed as documentation

20 Oct 2026

### Place of service box 24B

11 - Office

### Timed-code units

Per code: each timed cod

### Status

Final

- 1 Visit:** date of service, insurance case, the assessment to print as documentation, and the place of service.
- 2 Diagnoses:** up to 12 ICD-10-CM codes (A to L). Start typing to pick from your code list; the description appears below.
- 3 Services:** the CPT or HCPCS code, modifiers (for example GP for physical therapy), the minutes, the diagnosis pointers (for example A,B) and the fee per unit. Units of timed codes such as 97750 are calculated from the minutes.
- 4** Set the **status** (draft, final, submitted, paid or void) and press **Save superbill** or **Save and print**.

## Services

Timed codes (such as 97750, per 15 minutes) get their units from the minutes and the unit rule above. Diagnosis pointers: letters from the list above, up to 4 (for example A,B).

| #                          | Code                                                                                   | Modifiers | Minutes | Units | Dx pointer | Fee / unit | Charge        |
|----------------------------|----------------------------------------------------------------------------------------|-----------|---------|-------|------------|------------|---------------|
| 1                          | 97750<br>Physical performance test or measurement with written report, each 15 minutes | GP        | 45      | 3     | A,B        | 42.00      | 126.00        |
| 2                          |                                                                                        |           |         |       |            |            |               |
| 3                          |                                                                                        |           |         |       |            |            |               |
| 4                          |                                                                                        |           |         |       |            |            |               |
| 5                          |                                                                                        |           |         |       |            |            |               |
| 6                          |                                                                                        |           |         |       |            |            |               |
| <b>Total</b> (timed codes) |                                                                                        |           | 45 min  | 3     |            |            | <b>126.00</b> |

45 minutes of 97750 give 3 units.

**Coding checks** appear when something looks wrong, for example a missing therapy modifier for Medicare, an evaluation and 97750 on the same day, an injury code without its 7th character, or New York workers' compensation rules. They are reminders and never block saving.

3. Print

**Print superbill** gives a one-document summary: provider, patient, payer and claim fields, diagnoses, services and the objective test results. For New York workers' compensation it also lists the CMS-1500 fields the Board requires.

Superbill

Status: Final. Print, or save as PDF, and attach to the claim or give it to the patient.

EditPrint or save PDF

Superbill / statement of services

Example Physical Therapy  
100 Sample Street, Albany, NY 12207  
518-555-0100

Date of service 20 Oct 2026 · Superbill no. 1

Rendering provider

Patient

Payer and claim

NameAlex Morgan, PT, DPT

NameRuiz, Carlos

PayerCommercial health insurance: Example Health Plan

NPI1234567893

Birth date, sex2 Jun 1991, Male

Member / policy no.XEH123456789

Tax ID12-3456789

Address-

Group no.GRP-0042

LicensePT-0000000

Phone-

Authorization no.AUTH-2026-0815

Place of service11 - Office

Referring providerDr Taylor Reed

Referring NPI1234567893

Condition related toNot stated

Diagnoses (ICD-10-CM)

A M75.101 Unspecified rotator cuff tear or rupture of right shoulder, not specified as traumatic

B M62.81 Muscle weakness (generalized)

Services

| Date       | POS | Code  | Modifiers | Description                                                                   | Dx  | Minutes | Units | Charge |
|------------|-----|-------|-----------|-------------------------------------------------------------------------------|-----|---------|-------|--------|
| 10/20/2026 | 11  | 97750 | GP        | Physical performance test or measurement with written report, each 15 minutes | A,B | 45      | 3     | 126.00 |
| Total      |     |       |           |                                                                               |     | 45      | 3     | 126.00 |

Timed services: 45 minutes of direct one-on-one time. Units counted by code (at least 8 minutes per unit for each code).

Objective test results (documentation)

| Test                                          | Result  | Rating against norms           | Reference                            |
|-----------------------------------------------|---------|--------------------------------|--------------------------------------|
| Handgrip strength (dynamometer), best (right) | 52.0 kg | Average, 72nd percentile       | Wong 2016 (CHMS, Statistics Canada)  |
| Push-up test (CPAFLA)                         | 27 reps | Very good                      | Payne et al. 2000 (CPAFLA)           |
| Bench press 1RM                               | 92.5 kg | Above average, 77th percentile | Cooper Institute (bench press ratio) |

The **Insurance billing** page lists all superbills with filters by status and payer type, and links to the **Billing guide**: which codes apply to strength and force-time testing, timed units, modifiers, and the rules for Medicare, workers' compensation and no-fault, with sources.

**Check what each payer pays before you bill.** Payment depends on the payer, the state and medical necessity. For example, Medicare does not pay 97750 on the same day as a therapy evaluation, and New York workers' compensation pays a functional capacity evaluation under its own code 97800 (its fee schedule lists 97750 at 0.00 RVU). **All the exact details are in the software:** Insurance billing → Billing guide lists the codes, units, modifiers, forms, deadlines and payer rules for health insurance, Medicare, workers' compensation and no-fault, with official sources. The billing guide and coding checks are guidance, not legal or billing advice; rules change, so confirm with the payer.

## 15 Privacy and security

- Your clients, assessments, tests and superbills are visible to you only. Other clinicians cannot see them; the site administrators can, to support you.
- Use a strong password of your own and sign out on shared computers.
- Payment details are entered on PayPal's or Stripe's pages and never reach StrengthNorm.
- Changes to your name or sign-in email are recorded in your account history and the administrator is notified.

## 16 Questions and problems

### **The confirmation email did not arrive.**

Check the spam folder, then send a new link from the *Check your email* page (or open the sign-up page). Only the newest link works.

### **"This link has expired" or "This link does not work".**

Links work for 48 hours and only once. If your email is already confirmed, just sign in. Otherwise send yourself a new link.

### **"Confirm your email first" when signing in.**

Open the link in the confirmation email. The message has a *Send a new link* button.

### **I forgot my password.**

Ask the administrator to set a new password, then change it under Account.

### **I changed my email. How do I sign in?**

With the new email and your usual password.

### **A test shows "No norm table is loaded for this test".**

The result is saved and used in ratios and progress charts, but there is no reference table to rate it against.

### **No rating appears for a result.**

Check the client's sex, birth date and weight; the client may also be outside the ages or the unit of the reference study.

### **My subscription ended. Is my data lost?**

No. Your clients and reports are kept; subscribe again on the Subscription page to open them.

### **How do I close my account?**

Cancel the subscription on the Subscription page, then ask the administrator to delete the account.