

The Physical Therapy Center Policies for a Successful Relationship

We strive to provide you the best personalized care available. To make this possible, we adhere to a set of very important guidelines. Please read them carefully, initial all the boxes, and indicate your agreement by signing at the bottom.
(please initial)

- Copays are due upon arrival**
If your insurance requires a copay for each visit, you are required to pay that amount prior to that visit. "It is unlawful to avoid paying your copay, deductible or coinsurance payments ... even if your doctor allows it. You may NOT routinely evade paying your responsibility portions for medical care as outlined in your insurance plan."
- No Shows are Bad**
No shows are unacceptable. If we do not receive a phone call prior to your appointment, we will charge your account \$20. Please make sure you know when your appointment times are and arrive promptly. If you fail to show up for 3 visits, we reserve the right to discharge you.
- 24-Hour Advance Notice Fee**
As a courtesy, please cancel within a minimum of 24 hours and try to get the appointment rescheduled.
- Children requiring supervision are NOT allowed to attend sessions with you**
You may not bring children who require supervision with you to your appointment. If your child does not require supervision and is capable of waiting for you quietly then you may bring them. If any disturbance is caused to other patients or staff members you may be asked to terminate your session early and attend to your child.
- Late Policy**
To prevent other patients from being affected, we may have to reschedule if you are 15 minutes late to your appointment.
- Cell phones must be shut OFF or silent**
We realize emergencies may arise and therefore allow you to carry your cell phone during your session, however, please be courteous and set to silent mode or turn off.
- Workman's Compensation and Auto Claim Policy**
If you are in an Auto or Workman's Compensation claim, we are required to call your doctor, case manager or claim representative on all cancelled or no show appointments. Please be advised that you will be responsible for the no show/cancellation fee if you do not follow policy. Missing appointments results in denied claims, and will affect the outcome of your case.

Patient Signature

Date

We look forward to building a successful relationship with you that lasts a lifetime!