



Policy & Procedures

Canceling an appointment – cannot make an appointment and less than 24 hours notice is given

No Show – patient does not show up for an appointment and no communication is received prior to appointment time

- No Shows will be charged \$30.00
- 3 Consecutive No Shows will result in follow up with your Doctor before being seen again
- No charge for first cancelled appointment but any cancels after that will result in a \$30 charge
- All cancel/no show fees are the patients responsibility and must be paid in full before being seen again
- It is the responsibility of the patient to obtain referrals and updated prescriptions for Physical Therapy
 - Referrals must be dated by the date of the patient's first visit
 - If the patient does not have a referral at their first visit, and their insurance requires it, the patient will be seen pending patient signature on acknowledgment of responsibility
 - If a referral still is not obtained by a patient's second visit, they will not be seen until one is obtained
 - Any visits prior to date of referral will be the patient's responsibility
- Patient payment responsibilities must be paid at the time of each visit.
 - Patient may not be seen if an outstanding balance is unsettled
- It is the patient's responsibility to schedule appointments
 - Appointments must be made at the front desk with the front desk staff
 - There are no standing appointments – appointments are scheduled weekly
- Verification of benefits is done as a courtesy to our patients. Patient responsibility cannot be confirmed until receipt of first insurance payment
- All information taken is used solely to secure payment for services rendered. No information is released without prior written approval from patient/parent/guardian. All information is protected consistent with HIPPA guidelines and secured accordingly.

Patient/Parent/Guardian _____ Date _____