



## Client Guidelines

In order to receive maximum benefit from your rehabilitation program, it is of utmost importance that you attend your therapy appointments and follow your home instructions.

Please allow travel time to ensure that you are present at the time of your scheduled appointment.

If you are unable to keep your appointment, we request that you notify our front office (251-2323) at least 24 hours prior to your scheduled appointment. We will send you a bill for \$20.00 for each missed appointment after you've missed three sessions.

It is your responsibility to schedule your appointments at least one week in advance.

Please be aware that your appointments may generally be on any day of the week and do not have to be set up in a specific pattern. For example, if you are to receive treatment three times weekly, the appointments do not have to be scheduled on Monday, Wednesday, & Friday.

It is your responsibility to inform staff members including the front office in advance of any physician appointments.

You are subject to be discharged from our services after three missed appointments (within a four-week period).

We will bill your insurance company and will send you a statement accordingly. If you have any questions regarding payment, billing, or fees, the front office coordinator will assist you. You may also schedule to contact our billing specialist.

Your cooperation is appreciated. We look forward to working with you and obtaining optimal results from your rehabilitation program. We intend that this form be fully explained to you and that you understand it.

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Signature

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Date