



Welcome to **Decatur Hand & Physical Therapy Specialists**. Our goal is to provide you with caring and effective treatment. To fully benefit from therapy, we would like you to become familiar with our services, to know what you can expect from us and what we expect from you.

### **PHILOSOPHY OF CARE**

- Our goal is to empower you with knowledge - by fully understanding your condition, you will be better able to participate in your own recovery. Feel free to ask us questions about your diagnosis.
- We strive to create a relaxed and supportive environment – please let us know how we can make you more comfortable.

### **UPCOMING APPOINTMENTS AND ATTENDANCE**

- Please arrive on time for your appointments. If you are more than 15 minutes late, your appointment **may** have to be rescheduled depending on your therapists' schedule. *Please be mindful that arriving late does not only affect your therapy but the therapy session of the person scheduled after you.*
- For treatment to be effective and covered by insurance, it is important for you to be treated consistently. If you are unable to attend an appointment, please call us **at least 24 hours** in advance to cancel. This will allow us to give your appointment to another patient.
- Missing more than 2 scheduled appointments **without** advance notice may result in scheduling your appointments on a day-to-day basis or cancellation of future scheduled appointments.

**I hereby acknowledge that I have read and understand the above cancellation and no show policy and that I agree to abide by these guidelines \_\_\_\_\_ (please initial)**

### **TREATMENT**

- In order to fully benefit from therapy, it is important to attend therapy sessions consistently and perform your home program as prescribed by your therapist.
- If you feel that therapy is not meeting your needs, please bring it to our attention. We'll be happy to modify your program to ensure a successful recovery.

### **FOLLOW-UP VISITS WITH YOUR PHYSICIAN**

- We periodically assess your progress and send reports to your physician. Please advise us of all upcoming appointments with your physician.

### **INSURANCE**

- As a courtesy, by the end of your 1<sup>st</sup> visit, our front office staff will contact your insurance company to verify therapy eligibility and benefits. You are responsible for paying deductibles and co-pays/co-insurances at the time of your visits. If you are having difficulty with this payment, please talk with the Business Office Manager regarding this matter before you decide to cancel appointments. We will try to work with you.