



Thank you for choosing **DeKalb Comprehensive Physical Therapy** as your outpatient physical and occupational therapy provider. In order for you to fully benefit from our services, we would like you to become familiar with our philosophy and treatment approach. Take special note that we believe in a team approach to care. Our team involves the referring physician, us and **you**.

PHILOSOPHY OF CARE

Our goal is to fully assess you and your condition through a hands on research based approach. We will discuss our findings with you and **together** we will develop a comprehensive treatment strategy that will meet your goals. We provide compassionate yet effective treatment.

Another goal is to empower you with a full knowledge and understanding of your condition. We believe in a free exchange of ideas and value your questions and thoughts.

We make an effort to create a relaxed, customer oriented, and fun environment. Each day is a fantastic, full filled and feel good therapy day!

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 reschedule. 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.

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 immediately. 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 initial 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.

I hereby acknowledge that I have read and understand the above. I will adhere to the cancellation and no show policy. _____