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Welcome to our clinic! Thank you for choosing OAKDALE PHYSICAL THERAPY & FITNESS for your physical therapy needs. We hope the following information will assist you during your time here. We look forward to working with you to help you resolve your problems. We are committed to your treatment being successful, but in order to allow for a smooth process the staff has a few expectations.

Clinic hours are Monday through Thursday from 7:00 a.m. to 6 p.m. and Friday 7:00 a.m. to 4 p.m. There is a separate entrance on the northeast side of the Court Jester Athletic Club. Parking is available adjacent to the office door.

Your scheduled treatment times are reserved for you. **Please check-in at every appointment with the receptionist upon arrival and prior to leaving.** This is the time to schedule more additional appointments, make payments and handle general questions.

To maximize the results of therapy, you must:

- ❖ **Show up on time.** Please call if you know you will be late for an appointment. If you are more than 15 minutes late for a session, the therapist reserves the right to shorten that treatment session or even cancel your visit altogether and you may have to reschedule. Showing up late may negatively impact someone else's treatment as well. We will do our best to accommodate you.
- ❖ **Avoid cancellations.** Even when a cancellation is unavoidable you need to give 24 hours notice. If you are unable to keep your appointment, please call our office as soon as possible. **We reserve the right to charge for missed appointments. The first missed appointment will be a warning, the second missed appointment will be a \$25.00 charge the third missed appointment will be a \$50.00 charge, the fourth missed appointment will be \$75.00, and the fifth missed appointment will be up to the therapists discretion to discharge due to noncompliance. We will discharge you from therapy, cancel all remaining appointments and notify your physician. If you are more than ten minutes late for an appointment there may be a chance that your appointment will be rescheduled.** Do be aware that this may negatively impact your benefits with some insurance plans. In order to give you every opportunity to contact us, you may leave a message on our answering machine after hours.
- ❖ **Follow the directions of your therapist.** Other staff may assist your primary therapist in providing therapy. This includes associate therapists, physical therapy assistants, physical therapy students/interns and volunteers. To best meet your needs, regular communication with your physician is important. Please let the therapist know ahead of time when you have a follow-up appointment with your physician. Your therapist will send the doctor an update on your progress. Based on the findings of your evaluation, or as part of your care, you may also be instructed in a personal home exercise program. Your therapist may also give you additional instructions that you need to follow through with. Not complying with the physical therapist's instructions may negatively affect the outcome of your treatments and/or therapeutic benefits. Following through with this program is important to obtain the maximum benefit from your therapy. ***As a courtesy on days that you are here for therapy you are allowed to use the facilities within Court Jester West. This privilege is only allowed to the patient and on scheduled days of therapy.***

If you have medical insurance, we are anxious to help you receive your maximum allowable benefits. In order to achieve these goals, we need your assistance and understanding of our payment policy. All charges are the patient's responsibility from the date that service is rendered. Payment is due, in full, at the time of service, unless you have made payment arrangements in advance with our business office. Most insurance companies cover physical therapy, with many requiring pre-authorization or referral from your primary physician. We require **ALL CO-PAYS be paid at time of service.** DEDUCTIBLES and Coinsurance will be billed accordingly. It is your responsibility to inform us if you have any changes with your insurance. As a courtesy, Oakdale Physical Therapy & Fitness will call your insurance carrier to review benefit coverage. Please realize however that your insurance is a contract between you, your employer and the insurance company. We are not a party to that contract and you are held responsible for knowing your policy. For your convenience, we accept cash, checks, VISA or MasterCard. Returned checks will be subject to a \$35.00 service fee. Please note we do not accept Medicaid insurance at this time.

Oakdale Physical Therapy & Fitness is committed to providing the highest quality of care. If you have questions, please contact us. We always welcome your comments.

Please visit our website at www.OakdalePTF.com

Thank you so much for choosing us as your provider. Our intention is to provide effective and timely care for you and other patients.