

TRIHEALTH ORTHOPEDIC AND SPINE INSTITUTE
PHYSICAL THERAPY APPOINTMENT POLICY

OUR PHYSICAL THERAPY OFFICES/STAFF ARE COMMITTED TO RESPECTING YOUR VALUABLE TIME. OUR GOAL IS TO SEE YOU AT YOUR SCHEDULED APPOINTMENT TIME, EVERY TIME. TO ALLOW US TO PROVIDE EFFICIENT CARE, WE ASK FOR YOUR COOPERATION WITH THE FOLLOWING POLICIES:

ON-TIME ARRIVAL

PLEASE ARRIVE AT, OR JUST BEFORE, YOUR SCHEDULED APPOINTMENT TIME.

LATE ARRIVAL

IF YOU ARRIVE LATE FOR YOUR APPOINTMENT, WE RESERVE THE RIGHT TO RE-SCHEDULE THE APPOINTMENT. LATE ARRIVALS WILL CAUSE A DELAY IN SEEING PATIENTS WHO ARE ON-TIME. IF YOU FIND THAT YOU ARE RUNNING LATE, WE RECOMMEND YOU CALL OUR OFFICE TO DETERMINE IF WE CAN HOLD YOUR APPOINTMENT.

CANCELLATION/RE-SCHEDULING

WE REQUIRE A 24 HOUR NOTICE FOR CANCELLING/RE-SCHEDULING ANY APPOINTMENT. PLEASE CONTACT OUR INDIVIDUAL OFFICE SECRETARY TO DO SO. WE MAINTAIN A LIST OF PATIENTS WAITING FOR TREATMENT. IF YOU MUST CANCEL/RE-SCHEDULE, WE WILL APPOINT ONE OF THESE PATIENTS IN YOUR TIME SLOT.

NO-SHOWS

IF YOU FAIL TO APPEAR FOR A SCHEDULED APPOINTMENT AND YOU FAIL TO NOTIFY OUR OFFICE SECRETARY, THE FOLLOWING FEE APPLIES AND WILL BE ADDED TO YOUR ACCOUNT:

FOR EACH MISSED APPOINTMENT-----**\$35.00**

****IF TREATMENT IS UNDER A WORKERS' COMPENSATION CLAIM, BE ADVISED THAT THE BUREAU OF WORKERS' COMPENSATION DOES NOT PAY NO-SHOW FEES AND THIS FEE IS THE RESPONSIBILITY OF THE PATIENT** FEE IS EXPECTED AT THE TIME OF NEXT VISIT.**

IF YOU CANCEL (2) OR MORE TIMES OR NO-SHOW (2) OR MORE TIMES, PHYSICAL THERAPY SERVICES WILL BE DISCONTINUED BASED ON NON-ADHERENCE TO THE PLAN OF CARE. YOUR PHYSICIAN WILL BE NOTIFIED & YOU WILL NEED A NEW PRESCRIPTION IF YOU ARE TO CONTINUE PHYSICAL THERAPY.

WE FEEL THESE POLICIES ARE REASONABLE. ANY QUESTIONS ARE ALWAYS WELCOME.

PATIENT SIGNATURE _____ DATE _____

PHYSICAL THERAPY DEPARTMENT DIRECT PHONE LINE NUMBERS:

KENWOOD: (513) 246-2350

MASON: (513) 246-2285

WEST CHESTER: (513) 246-2270