

Therapy Scheduling/Attendance Policy

Welcome to Orthopedic Associates Therapy Department. Our goal is to schedule you with appointment times that meet your needs. Please read the information below so that you are familiar with our scheduling and attendance policy.

- Our Schedule is Monday – Thursday 7:00 am – 5:30pm (6:30 am appointments available upon request). Friday 7:00 am – 4:30 pm. *It is extremely important for you to be on time as it affects all those that follow your scheduled time. Should you be late, it is possible that you will be rescheduled so that other patients are not inconvenienced.*
- No Show Policy: Should a patient No Show their appointment a receptionist or therapist will contact you to see why. It is possible that a No Show could result in cancellation of all future appointments. Pre-payment maybe required should patients have a No Show, Cancellation or tardy history.
- *Therapy appointments are made for a maximum of 2 weeks in advance.* Please ask your therapist **every** visit if you need more appointments than are already scheduled to get on the calendar as appointments fill up quickly.
- If your rehab with us is due to a work injury, part of our responsibility is to communicate with your employer, case manager/insurance adjuster, and physician about how you are progressing with your treatment including your attendance of your scheduled therapy visits. We also will keep each person informed of the therapy visits that are cancelled or No Show with your adjuster, so they are updated on your progress of your prescribed therapy program.
- If you must cancel or change an appointment, please notify our office a minimum of 1 business day prior to your scheduled appointment to open our schedule up for other patients. *We reserve the right to require you to pre-pay a non-refundable appointment fee should you have a No show, cancellation or tardy history.*
- Please be aware that not all therapy staff works the same shift. We make every effort to have the same therapist treat you throughout your entire rehab process but occasionally you may have another therapist continue your treatment. We will work to ensure that your rehab is in its entirety for the best chance of the anticipated recovery. If there are reasons your therapist deems it appropriate to deviate from the prescribed treatment they will consult your physician prior to making the change.

Thank you for choosing Orthopedic Associates Therapy Department as your rehab provider.

Patient Printed name

Patient Signature

Date

Verbal discussion with patient and receptionist of policy _____

Receptionist Printed Name