

UNIVERSITY REHABILITATION/JAMES CORWIN

Cancellation/No Show Policy

Compliance with your physical therapy program is very important to the successful resolution of your injury or illness. We will give you an appointment schedule in accordance with the amount of visits approved by your physician. If you must miss a scheduled appointment, please call our office 24 hours in advance, so that we can make that appointment time available for another patient. We will be happy to reschedule your appointment to a more convenient time. It is important that you come to your scheduled appointments to achieve maximum rehabilitation goals. If you miss an appointment without calling in advance, not only will you be compromising your program; you will be hampering the treatment of other patients who may need that appointment. Not showing up for a scheduled appointment or not calling 24 hours in advance will result in a charge of \$25.00, billed to you, not your insurance. If you do not show for three consecutive therapy appointments and you do not call us, we will suspend your current status. The therapist will then contact your physician to let him/her know of noncompliance to your treatment plan. If we have not been seeing you at the time that your plan of care expires, we will then formally discharge you from our care.

Therapist/Patient Relationship

All of our physical therapist and physical therapist assistants have graduated from accredited physical therapy programs and hold current state licenses. All of the staff here at University Rehabilitation/Corwin Therapeutics has one united goal of making sure that your rehabilitation experience here is pleasant and successful.

We try to achieve the utmost consistency and care in your rehabilitation by scheduling you with one or two therapists. However, there will be times when we will have to schedule you with another physical therapist in order to accommodate new patients, emergencies and scheduled times off. The treating therapist will follow the Plan of Care that is set by the evaluating therapist.

Late Policy

Please be on time for your therapy appointments. If you must be late, please call and let us know. If you are more than 10 minutes late we may need to reschedule your appointment to ensure appropriate time is allowed for your treatment and patients scheduled after you will not be inconvenienced.

What to do when you are in pain or not

Please understand that your pain will probably increase and decrease as your course of treatment progresses. Either condition may seem to be a good reason not to come in for an appointment: a) you're feeling worse and that the treatment is not working, or b) you're feeling better and it's not necessary to continue. However, neither of these conditions are legitimate reasons not to come: a) If you're in pain, come in and let us fix what may be causing this to occur, b) if you are not in pain, now is the time that we can begin doing some real correction of the underlying causes of your problem and educate you so you will not re-injure yourself, etc.

I have read and understand all the above policies.

Patient Signature

Date

Interviewer Signature

Date