

We strive to provide our patients with excellent service and quality care. Our commitment to your well-being and health care is something that we at *Leonardo Physical Therapy* take very seriously.

Your commitment to your physical therapy program is critical to your success. We will recommend treatment and set goals for you. In order to reach those goals you must do your part and your most important part is to keep each appointment.

We will give you an appointment card to keep track of your appointments. If you should misplace this, please give us a call to review your appointment dates. We expect you to keep all your appointments; however, should you need to cancel, please note that we require a 24-hour notice.

If you need to cancel please call our office and reschedule as soon as possible so that we may fill your time slot with another patient.

We understand that there may be times when you cannot contact us and not arrive for an appointment. If this happens, please contact us at your earliest convenience to confirm your next appointment. Should this happen a second time or more, you will be charged a fee of \$25 for the missed appointment.

If you miss 3 consecutive appointments we will notify your physician and will require a new Doctor's prescription in order to continue your treatment.

Our staff will provide you with information regarding your insurance coverage. We will contact your insurance company and verify your physical therapy benefits. We will then let you know what your co-pay, co-insurance, deductible etc. will be each time you come in for treatment. We encourage you to also call your insurance to find out your coverage and what your financial obligations may be.

Please speak with our office assistants if you have any questions regarding your appointments, insurance, financial responsibilities or any other issues.

Please speak with your therapist if you have any questions regarding your therapy treatment.

We thank you for choosing *Leonardo Physical Therapy*, and we look forward to working with you and helping you reach your goals.

*The Staff at Leonardo Physical Therapy*

I have read and understand this policy:

Patient/Guardian \_\_\_\_\_ Date \_\_\_\_\_