

Important Company Policies

We strive to provide you the best personalized care available. To make this possible we adhere to a set of very important policies. Please read them carefully, and indicate your agreement by signing at the bottom of the page.

Late Policy

We greatly appreciate you allowing us to provide you with the best physical therapy possible. We want to continue to be able to do this. Our therapists and staff know your time is important and we hope you understand the value of our time. We want to be able to provide every patient with the one on one attention they require. Arriving late for any service may require us to shorten the length of service, change the therapist or reschedule for another day.

24 Hour Advance Notice Fee

If you wish to change or cancel an appointment we require a minimum **24-hour advance notice**. Anything less will result in a **\$15 fee** charged to your account. Keep in mind this fee is not the responsibility of your insurance company, it will be an out of pocket expense. It costs money to make appointments available to you. Whether you attend or not we still accrue the expenses (for staff wages, rent, etc.). We don't charge you the actual cost of your appointment but rather a mere **\$15 fee**. We do NOT make money with this charge; it's only to act as a deterrent from making last minute changes. Advance notice allows someone else (who needs it) time to reserve it in place of you. Please be courteous and responsible. Thank you.

No Shows

Please be courteous to our staff and other clients schedules. If you fail to show for an appointment **2** times without contacting Ultimate Therapy with a valid excuse, all future appointments will be removed and a **\$25 fee** charged to your account for each no-show appointment. You may re-schedule appointments on a "first come first serve basis." After **3** no-show appointments you will no longer be permitted to schedule any appointments in the future. If a situation arises and you know you will not be able to make your appointment please contact the office at any hour and leave a message, the phone has 24 hour voicemail and we will receive the message at the beginning of the next business day.

Cellular Phones

Cell phones must be shut off or silent. We realize emergencies may arise and therefore allow you to carry your cell phone during your session, however, please be courteous and set to silent mode or turn off.

Children

Children requiring supervision are not allowed to attend sessions with you. If your child does not require supervision and is capable of waiting for you quietly then you may bring them. If any disturbance is caused to other patients or staff members you may be asked to terminate your session early and tend to your child.

Payment

"It is unlawful to routinely avoid paying your co-pay, deductible or coinsurance payments." Failure to comply places you in violation of the following laws: Federal False Claims Act, Federal Anti-Kickback Statute, Federal Insurance Fraud Laws, and State Insurance Fraud Laws. Failure to comply may result in civil money penalties(CMP) in accordance with the new provision section 1128A(a)(5) of the Health Insurance Portability and Accountability Act of 1996 [section 231(h) of HIPPA].

Signature _____ Date _____