



## **Clinic Policy Regarding Visits & Fees**

In order to continue to provide service at a competitive price and to get the best results for our patients, we have developed a new set of policies.

Your doctor and physical therapist will design a program to maximize your improvement. This includes a recommended frequency and duration of treatment. Your result will be directly related to your compliance with completing the program.

### **What to Expect:**

All of our clinicians are experienced professionals who are committed to helping you improve and understand your diagnosis. You may experience either an increase or a decrease in pain during your treatments. If you feel worse, please call your physical therapist and keep your appointment so we can address the problem. If you begin to feel better, you may want to stop physical therapy. But often that is the time you must keep consistency to resolve your problem permanently.

### **Financial Policies:**

- All co-pays, co-insurance, and deductibles will be collected before your visit. If you forget payment, we will treat you but the balance must be paid in full prior to the second visit or we will be unable to treat you unless the balance is paid. For your convenience, we accept cash, checks and credit cards. You may pay ahead for the week and we have a convenient form for autopayment with a credit card, which allows you to give us your credit card information and we will bill it automatically on the day of your visit.
- There will be a \$10 billing fee for collection of unpaid co-payments/co-insurance.
- Any visits missed without prior notice will be charged a \$25 fee that must be paid prior to any additional services being provided.
- Any supplies purchased must be paid for in full and will not be charged to your insurance. (You may be able to submit your cost to your insurance after purchase)
- Returned checks will be charged a \$20 fee.
- An interest charge of 1.5% per month will be charged on unpaid balances beginning at the last visit.