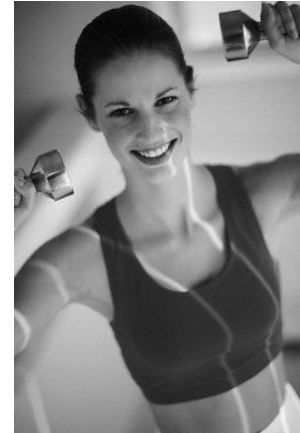


# Providing You with a Unique Approach to Rehabilitation

We attribute our success to the policies and beliefs we uphold.



## General Patient Policies

- **Turn cell-phones OFF.** No cell-phone or telephone calls during treatment time.
- **Do not be late.** If you are more than 10 minutes late to your appointment you will be asked to reschedule.
- **Give 24-hr advance notice.** A \$70 fee will be applied to your account for any reschedules or cancellations made with a less than 24 hour advance notice.
- **No-Shows are bad.** We understand things happen. If you are unable to keep your appointment please call and let us know. Three no-shows will result in the cancellation of your remaining appointments.
- **Consistent Attendance is Important.** The success of your recovery is dependent on consistent care for your condition. Please make every effort to attend your appointments on a consistent basis.
- **Payment for services is due at the time of service.** For your convenience we accept cash, check, and all major credit cards. Please note returned checks and balances older than 30 days may be subject to additional collections fees and an interest rate of 1.5% per month.
- **No unlawful waiver of patient responsibility payments.** Outside of documented financial hardship (federal guidelines used) no waiver, discounts, or special treatment will be awarded.
- **Pool shoes are required for every pool visit.** For your safety, no exceptions will be made. You may be turned away if you are not wearing your pool shoes.

I have read and agreed to the policies mentioned above.

Patient Signature \_\_\_\_\_ Date \_\_\_\_\_