

TREATMENT COMMITMENT

Outbound Physical Therapy & Rehab cares very much about each person we treat. We are committing to you, our patient, to deliver Exceptional Care, with Exceptional Results! We request of you, our patient, a commitment to help us deliver what we promise, by understanding what is required of you. You play a large role in your health by the actions you choose to take. Listed are some of your responsibilities as a patient at Outbound Physical Therapy & Rehab:

1. Attending, on time, all scheduled appointments.
2. Informing your therapist of your progress, each visit.
3. Compliance with your treatment plan developed by your therapist.
4. Compliance with completing your Home Exercise Program as assigned by your therapist.
5. Asking questions when you do not understand any instructions given to you by our staff.
6. Notifying your therapist in advance of your next doctor's appointment.

Together, we can accomplish the task set before us, as a team. That's the way healthcare is meant to be!

PATIENT MISSED APPOINTMENT POLICY

We strive to provide our patients with the utmost professionalism and excellence of service. Our commitment to your well-being and the gain of your abilities is something everyone in our clinic takes quite seriously.

Your adherence to the recommended number of treatments is a vital component of your progress with our services; therefore, we have certain rules that need to be followed in order to ensure the most optimum results.

With the exception of serious emergencies, it is expected that you keep all your appointments. If you need to **reschedule an appointment, we require 24 hours notice**. In such a case, please call our office and arrange for a make-up appointment with our Front Desk. The make-up appointment needs to be in the same week, preferably the very next day. However, due to the popularity of our staff we cannot guarantee that we will be able to reschedule you to keep you compliant with your plan of care.

In an instance of cancellation, without 24 hours notice, we reserve the right to charge you a \$25.00 fee. In the instance of a no-show you will be charged a \$50.00 fee. After the second no-show or third cancelled appointment all future appointments will be removed from the schedule, and you will be added to our "same day appointment only" list.

In instances of repeated noncompliance with your scheduled visits, we also reserve the right to discontinue care and will inform your physician of the fact that your service has been discontinued due to non-compliance with the prescribed rehabilitation order.

We appreciate you greatly as our patient and strive to accomplish wonderful results and success for you.