



Progressive Physical Therapy's Important Company Policies for a Successful Relationship

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

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 \$60 fee charged to your account. It costs us 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 for the actual cost for that appointment but rather a mere \$60 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.

Co-pays are due upon arrival

If you happen to forget your wallet or checkbook we may still be able to see you upon completion of an "Extension Request" form. This is a "promise-to-pay" form and carries a minimal fee that allows you to keep your appointment.

FINANCIAL POLICY

- It is understood that you assume the financial responsibility of paying for all services rendered either through third party payers (your insurance company) or being personally responsible for payment for any services which are not covered by your insurance policies.
- As a courtesy to our patients, we will verify your insurance coverage and benefits (***Verification is only a quote**) as well as file therapy claims for you, however we do not accept the responsibility for settling the claim with your carrier.
- If payment is delayed, reduced or denied, you will be responsible for settling your balance with us.

No-Shows are bad

If you fail to show for an appointment without notice all future appointments will be removed and a \$60 fee assessed to your account. You may re-schedule appointments again on a first come, first serve basis.

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. Thank you.

We look forward to building a successful relationship with you that lasts a lifetime!

Signature

Date