

Bone and Joint Specialists

Physical Therapy Department

4800 Highland Rd * Waterford, MI 48328

Phone: (248) 673-1179

www.bone-joint.net

ATTENDANCE & INSURANCE POLICY

You have been referred to Physical Therapy due to a physical problem or disability by your physician here at the office. In order to achieve the maximum benefits of therapy it is important that you take your rehabilitation seriously and adhere to the instructions given to you by our physicians & therapists.

Attendance is a key factor in your road to recovery. It is expected from you as the patient that you attend each therapy visit scheduled for you unless of extreme cases such as illness, family emergencies, etc. In the event that you need to cancel an appointment, please call our office immediately so that we can make arrangements for your therapist. Not all appointments canceled can be made up during the week, so we ask that you keep that in mind in the event you cannot come. If you fail to show without notice it is your responsibility to try and reschedule your own appointment.

Tardiness happens and we do the best we can to accommodate each patient. If you are running behind and are able to call us, please do so to give notice that you may be late for your appointment. Being late for an appointment affects other patients' appointment times and affects the flow and schedules of the therapists so we ask that you make your best effort to be on time. If you are going to be more than 15 minutes late for an appointment, you may be asked to reschedule as to not compromise your care or the care of the other patients to follow.

In the unlikely event that three (3) consecutive appointments are missed, you will be discharged from our care due to non-compliance with the attendance policy. A new referral from your physician will need to be obtained in order to return.

As a courtesy to our patients, we call and verify your insurance benefits prior to your start date. Our business manager can go over any questions you have and can helpfully explain any concerns you may have regarding your insurance. Although benefits are obtained, it does not guarantee payment from your insurance carrier. It is your responsibility as a patient to understand your insurance and know you are held accountable for all deductibles, out of pocket maximums, coinsurance and copayment amounts.

These rules and regulations are in affect to help our office run smoothly. They help to protect our staff and ensure you receive the best possible care and most out of your experience here at Bone and Joint Specialists. We would like to thank you in advance for taking the time to read these important regulations.

I have read and understand the above statements:

Patient Signature

Date