

SOUTHSIDE PHYSICAL THERAPY, INC.

Welcome to Southside Physical Therapy. We know that you have a choice in where you go for treatment and we would like to thank you for selecting us.

Our Commitment to you Includes:

1. Timely and appropriate individualized treatment in a healing environment to speed your recovery and your return to work and play.
2. First visits are usually one hour in length. Other appointments will average 50 minutes.
3. Experienced and educated professional staff that stays up to date on treatment techniques by regularly attending continuing education and reading professional literature.
4. Written therapy evaluations, progress notes and discharge summaries are sent to your referring physician showing your therapy gains and progress toward goals. Telephone calls and other contact will be made as needed.
5. As a courtesy to you we are happy to bill your primary and secondary insurance companies (provided we have all the necessary information) to keep your paper work to a minimum. **Please keep in mind that ultimately you are financially responsible for the cost of your treatment.**
6. Payment plans are available in limited situations. *Before* you get in a past due status contact our billing staff in the front office. If you are being treated here on a cash basis, payment is required at the time of visit.

Your Responsibilities Include:

1. Please do your home program exercises and follow the guidelines given by your therapist. Exercises do not work if you do not do them!
2. Be on time for your appointment.
3. Let us know if your insurance changes so we can take care of the billing appropriately.
4. Fill out the pain assessment sheet. We need to know what hurts, where and how much.
5. Insurance co-payment is expected on the day of treatment.
6. Any equipment/therapy supplies need to be purchased on the day you want to take it home.

Cancellation Policy:

Call us 24 hours in advance if you are not going to make it to an appointment. We understand that you will get sick or have emergencies, but these are exceptions. Without 24 hours notice, we will bill you for your appointment. **Our billing rate for A no show@ is \$25.00. Insurance companies do not cover no show charges.**

Late Appointments:

We understand that issues arise, but please call if you see that you are going to be late. The charge for late appointments is \$15.00 for each 15 minutes that you are late.

Thank you for choosing Southside Physical Therapy. We would like to hear your suggestions for providing exceptional care in a comfortable environment.