



PATIENT POLICIES

The following policies were created to reduce waiting and help you get the best results.

1. You will be handed a travel card and asked to go to treatment room 1 or 2 or asked to sit in the hallway and wait for the massage therapist or Licensed Athletic Trainer if you are seeing them.
2. The provider will discuss with you a treatment plan including treatment frequency and what they expect you to do at home to help yourself. These are two very important factors in your progress and require that you make it to your appointments on time. If you have to miss one, you should reschedule and make it up as soon as possible
3. We try very hard to run on time. We respect and value everyone's time. If you will be late or need to reschedule please call ahead of time. The receptionist will let you know if we will have time to see you late or if you need to reschedule. We realize that challenges arise and that is why we allow for one missed appointment per calendar year. You will be charged a late fee on the next missed appointment. If you are chronically late or miss appointments then we may not be able to continue care with you.
4. Please be prepared to pay your copay, fee or deductible at the time of the visit. If you are having financial hardship, please alert the front desk receptionist and they may be able to work out a payment plan for you.
5. As a courtesy to you, we try to verify your insurance coverage for you, but ultimately you are responsible for the details of your coverage. It is a contract between you and your insurance company. We are often misquoted and are not responsible for any misunderstanding. We encourage you to verify your insurance on your own as well.
6. We are very excited to help you begin or continue your road to health! We are pleased to be part of your team!