



Important Company Policies for a Successful Relationship

We strive to provide you with the best personalized care available. To make this possible we adhere to a set of very important guidelines. Please read them carefully.

Late Policy "10-minutes"

Being late by more than 10 minutes will require you to either reschedule or wait for the next available opening. There are no guarantees since openings due to cancellations are unpredictable. We do not allow appointment overlap because this undeservedly compromises the care of another patient.

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 \$50 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 the actual cost for that appointment but rather a mere \$50 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. The \$50 fee will be due at the time of your next appointment and must be paid prior to treatment. We reserve the right to move patients to the same day scheduling after two occurrences of 24-hour advance notice not being provided. Thank you.

Copays/deductibles are due at time of service.

No-Call / No-Shows are bad

If you fail to show up for an appointment without notice all future appointments will be removed and a \$50 fee assessed to your account. The \$50 fee will be due at your next appointment prior to treatment. 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 turned off. Thank you.

Children requiring supervision are NOT allowed to attend sessions with you.

Unless your facility offers childcare services, you may not bring children who require supervision with you to your appointment. If your child does not require supervision and is able to wait for you quietly then you may bring them. If any disturbance is caused to other patients or staff members you may be asked to terminate your session early and attend to your child.

Financial Hardship

If you are experiencing financial difficulties and are unable to afford the cost of our services, we have a "Financial Hardship Form" which may be filled out. If you qualify for financial assistance according to the Federal guidelines, we may legally assist you by waiving or discounting your (patient responsibility) portions of the bill. Ask the front desk employee for assistance.

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

I have received and reviewed a copy of Flex Physical Therapy's policies.

Signature: _____ Date: _____