



Clinic Policies

Welcome to North Suburban Physical Therapy! Here is some information regarding our patient policies, we hope you will find this helpful.

Clothing

Appropriate attire typically includes shorts, T-shirts and gym shoes. Tank tops or halter tops are better for neck and shoulder injuries. Elastic waistbands (shorts and sweatpants) are better for people with back and hip injuries. Please make sure that the involved body part and surrounding areas are easily exposed. A washroom is available if you need to change.

Cancellations/Scheduling

In order to treat your injury in a timely and efficient manner, you are expected to attend all scheduled therapy visits. All cancellations are to be at least *4 hours in advance* and rescheduled within the same business week whenever possible. **THERE WILL BE A \$25 CHARGE TO ALL PATIENTS WHO DO NOT SHOW UP FOR THEIR SCHEDULED APPOINTMENTS.** Three consecutive no-show appointments may result in discharge.* Please call if you are going to be more than 10 minutes late for your appointments as your treatment program may have to be modified for that particular day.*

Worker's Compensation Patients

We appreciate your full cooperation in attending all scheduled therapy sessions. We are required to inform your Worker's Compensation adjuster and/or case manager of all missed or cancelled appointments. It is also required that all missed visits be rescheduled.

Billing/Payments

All patient co-pays are to be paid on the same day of your treatment session, unless other arrangements are made with the office manager. All billing questions should be addressed to our office manager. Please inform us immediately if you have made any changes in your address, phone number or insurance carrier. The patient is ultimately responsible for all outstanding balances.

Personal Items

North Suburban Physical Therapy is not responsible for any lost or stolen items. If you have anything that needs to be secured, please see the Office Manager.

Thank you for choosing North Suburban Physical Therapy as your physical therapy provider. Our highly skilled staff is looking forward to helping you accomplish your rehabilitation goals in a safe and timely manner.

Signature

Date