



## OFFICE INFORMATION

Welcome to Riverside Physical Therapy. Your doctor has chosen physical therapy as part of your overall rehabilitation process. It is our goal to work with your doctor to see that you receive the individual therapy needed to help promote healing and enable you to return to your normal lifestyle. It is important that you notify us of appointment times with your doctor so that we can make progress notes available to that office prior to your appointment with them. Please notify us at any time if you have concerns regarding your therapy or are having unusual discomfort.

Because of the nature and time involved providing physical therapy treatments, as well as the one on one care we provide and use of the exercise equipment at our facility, **we ask that you do not bring children with you to an appointment unless you provide them with childcare.** We do not have on site child care services and our receptionist and aides are not available to care for your children while you are receiving treatment. To respect the confidentiality and privacy of other patients, we also ask all family members and friends remain in waiting areas during your treatment time.

Our office is open Monday through Thursday from 8:00 to 6:00 and Friday from 8:00 to 12:00. We are closed through the lunch hour 12:00 to 1:00 p.m. Please try to notify our office if you are unable to keep your appointment so that we may utilize that time to help other patients. **If you fail to notify our office to cancel an appointment three times during your course of treatment a discharge note will be sent to your physician and treatment will be discontinued.**

Please help us ensure proper payment on your account by making sure the front office staff has all updated insurance information. Your co-payment is expected at the time of service. If you are unable to do so, please let the receptionist know so other arrangements can be made for you.

We are here to assist you with any billing questions or problems you may have. We bill your insurance as a courtesy to you. It is ultimately your responsibility to follow up with them to make sure your account gets paid. For Medicare patients we will be happy to bill your secondary insurance if that information is provided at the time of service. However, you are responsible to see that your account is paid and follow up with your insurance if they do not pay.

There are multiple considerations based on HCFA guidelines and regulations, which may affect coverage in your individual situations. **Please check with your insurance for policy limits and coverage. You are responsible for your account balance.**

We value your comments please share them with us on our confidential patient surveys. Thank you for choosing Riverside Physical Therapy for your rehabilitation needs. We look forward in assisting you with your healing process.