

BODYBENDERS

POLICIES AND PROCEDURES

Illness/Absence

Clients will not be treated if any of the following conditions (not associated with the primary diagnosis) are present within 24 hours of the scheduled appointment: fever, vomiting/diarrhea, infection, or rash. Clients presenting to physical therapy with such symptoms may be denied service and subject to a Missed Appointment fee.

Make-up Sessions

Make-up sessions due to client or therapist cancellations are not guaranteed. Every effort will be made to reschedule appointments cancelled at least 48 hours in advance.

Correspondence

E-mail correspondence is strongly recommended to avoid delays in communication. Typical response by e-mail is within 12 hours. If you need to speak with the therapist by phone, please leave a message with the best day and time to return your call, allowing 2 business days for response.

Billing

Payment is expected at the time services are rendered, unless prior arrangements are made. Unpaid balances are subject to an Outstanding Balance fee **per billing cycle** and may result in suspension or termination of services until the balance is paid.

Fees (These charges are NOT covered by insurance)

Missed Appointment

(No show/cancellation without 24 hours notice): **Clinic appointment: \$25**
Home/community visit: \$75

Appointments should be cancelled or rescheduled at least 24 hours in advance in order to avoid this charge. Cancellations made within 24 hours due to illness or emergency may be eligible for fee waivers with supporting documentation. Three or more missed appointments may result in termination of services.

Returned Check: \$25

Outstanding Balance: \$10 PER date of service (over 30 days from date of invoice)
\$25 PER date of service (over 60 days from date of invoice)

Medical Records: \$15 flat fee plus \$0.20/page (per request)

Effective 5/2012