

Piedmont Physical Therapy, Inc

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Welcome to Piedmont Physical Therapy

Please know we are here to serve your physical therapy needs and will do our best to make your time in this office informative and helpful in your recovery. The following information will be important for you to know and understand.

- A valid prescription and/or referral from your physician is required for all your therapy visits.
- Your first visit will include a thorough evaluation and plan for treatment, which will be typed and sent to your referring physician. At the conclusion of your therapy a summary of your treatment will also be sent to your referring physician.
- Co-payments, if applicable, and coinsurance balances are due at the time of each visit. Please be prepared to make this payment at each visit. If there is a balance at the end of your treatment, we will send *one* courtesy statement to you. If payment is not received your account will be removed from the office for further collection. This could result in a minimum of 50% collection and attorney fees.
- *Secondary insurance claims are not filed by this office unless Medicare is your primary insurance.*
- We respectfully request 24-hour notice for appointment cancellations. Failure to do so may result in a \$30.00 charge. Of course, weather, illness, medical emergencies, and unusual work circumstances are considered.
- If you arrive more than 15 minutes after your scheduled appointment you may need to be rescheduled for another day.
- After two “no show” appointments or three “cancelled” appointments, you may be required to return to your physician for another referral.
- There is a MINIMUM charge of \$10.00 for a copy of your Medical Records. Additional per page fee may apply.
- If your therapy visits are a result of a motor vehicle accident or personal liability claim, please be aware that we do not participate in third party claims. If your health insurance doesn't cover your complete charges, you are responsible to pay at the time of each visit. **Promptly complete and return any and all questionnaires from your Health Insurance Company.* Without this information, they have the ability to deny your claims leaving you *immediately* responsible for your therapy expenses.
- Your comments, questions, and constructive criticism are welcomed by all of us, and our goal is to assist you in a speedy recovery. The prescribed exercises your therapist instructs you to do will be very important in getting you well and keeping you well.

We appreciate you choosing us to address your physical therapy needs!