



PATIENT NAME:	
DATE OF BIRTH:	
CASE:	

Greendale Physical Therapy, LLC – Patient Attendance Policy

During your initial evaluation, you and your therapist will create a treatment schedule specific to your physical therapy needs. Treatment plans are typically composed of 2-3 appointments per week. A consistent treatment schedule is vital to the success in your physical therapy progress. Failing to abide by the schedule set by you and your therapist could result in failure to achieve desired outcomes.

Cancelling/Rescheduling

Greendale Physical Therapy requires all appointment cancellations to be made no later than 2:00 PM on the day prior to the scheduled visit. For appointments on a Monday a voicemail must be left by 2:00 pm on Sunday. For appointments on the day after a Holiday a voicemail must be left by 2:00 pm on the Holiday. I understand that cancellations made after this time will result in a \$75 late-cancellation fee. I agree that these fees will be automatically charged to the card on file, and I understand that no exceptions can be made to this policy. This policy helps ensure that appointment times can be offered to other patients in need of care.

Late Arrivals

If you arrive up to 15 minutes late for an appointment, it will be up to the therapist to determine if they are still able to see you based on their schedule. For any appointment in which you arrive more than 15 minutes past the scheduled time, you will be required to reschedule the appointment. This will be determined on a case-by-case basis and is at the therapist's discretion. In the event you arrive too late to be seen, a \$100.00 fee will be charged. I agree that these fees will be automatically charged to the card on file and I understand that no exceptions can be made to this policy.

No Call/No Show

Any appointment in which you fail to arrive for without prior notification will be considered a no show and a \$100.00 fee will be charged. If you no show two appointments in a row, all future visits will be cancelled. We will call you to notify you that we have cancelled the appointments. You may schedule again, once all attendance fees are paid in-full. I agree that no show fees will be automatically charged to the card on file, and I understand that no exceptions can be made to this policy.

Attendance Fees

Any fees assessed for non-compliance of Greendale Physical Therapy's Attendance Policy must be paid by cash or credit card prior to your next visit. These fees are not reimbursable by insurance companies and are the sole responsibility of the patient.

Attendance and Insurance Authorizations

For patients that are treating through an insurance company that requires prior-authorization for services, please note that:

- Greendale will book visits that are pending receipt of authorization. If authorization has not arrived 24 business hours prior to the scheduled visit, our staff will call you to give you the option to cancel the appointment with no attendance fee - or - keep the appointment and pay the \$100.00/visit self-pay rate.. If you chose to keep the appointment, Greendale will still attempt to obtain authorization and bill your health insurance. If your health insurance covers the visit, you will be reimbursed the \$100.00 after your case has discharged and paid in full.
- Insurance companies attached a date range and visit count number to their authorizations. Greendale Physical Therapy attempts to schedule out a patient's plan of care in accordance to the authorization requirements of your insurance plan. Missing a scheduled appointment can affect the authorization schedule and result in a gap in care.
- In certain situations such as workers' compensation cases, Greendale Physical Therapy is required to report treatment compliance, which includes keeping scheduled appointments, to the utilization reviewer. Non-compliance with attendance often results in future coverage of care being denied by your insurance company.

Non-Compliance of Attendance Policies

Greendale Physical Therapy reserves the right to discharge any patient with 3 or more Attendance Policy violations. As an alternative, Greendale may tell a patient they can only book same-day appointments.

Your Signature

Your signature acknowledges that you have received and agree to Greendale Physical Therapy's Attendance Policy.

PATIENT SIGNATURE

TODAY'S DATE