



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

We kindly request that you notify us no later than 24-hours in business days prior to your scheduled appointment time should you need to cancel or reschedule. This will allow us to offer this appointment slot to other patients. For appointments that fall on a Monday or the day after a holiday, notification must come the business day before the appointment. For example, a 3:00 pm Monday appointment must be cancelled by 3:00 pm on Friday to be considered 24-hours in business. Appointments cancelled or rescheduled with less than 24-hours in business days' notice, will be considered a late cancellation and a \$25.00 fee will be assessed and an invoice will be mailed to you. Greendale understand emergencies happen and if the reason for a late cancellation was an illness or emergency, Greendale will only be able to waive one attendance fee per case.

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 \$50.00 fee will be assessed and an invoice will be mailed to you.

No Call/No Show

Any appointment in which you fail to arrive for without prior notification will be considered a no show and a \$50.00 fee will be assessed and an invoice will be mailed to you. 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.

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.