

SUN 7:30-2 MON 6:30-2 TUES 9:30-8 WED 6:30-4:30 THURS 9:30-8 FRI 6:30-3



Welcome to Insight Rehab!

Patient Responsibility Agreement-PLEASE READ

CHECK IN AT THE DESK- before you sit down

- We don't always see you if you come in and immediately sit down. Please come to the front desk and tell us who you are so we can check you in properly for each appointment. Try to take care of any scheduling or payments prior to being seen to avoid a potential wait.

PAYMENT- Patient financial responsibility is due at every visit

- If you have a financial responsibility such as a copay, co-insurance or deductible and are paying with a credit card, please note it is kept on file electronically to expedite check in. If you are paying by cash or check, please have payment ready upon check in. Please note, we are unable to reduce or waive your patient responsibility. Any questions or concerns should be directed to your insurance company.

VERIFY AND KNOW YOUR BENEFITS.

- While we verify insurance benefits as a courtesy, we recommend you call your insurance company to verify what your outpatient physical therapy benefit is so there are no surprises.

KEEP YOUR APPOINTMENTS BOOKED 2 WEEKS AHEAD.

- We treat one patient at a time and do not double book appointments...our schedule can fill quickly. *Please book ahead* if you think you are going to need them.

GIVE US 24 HOURS NOTICE (at least)

- There is a \$50 charge for missed appointments and cancellations with less than 24 hour notice. Please make sure to check your calendar for conflicts when booking your appointments and be sure to leave enough time to arrive here. Same day cancellations are disruptive to your care, our staff, and the ability to offer the opening to someone on our waiting list.

APPOINTMENT REMINDERS

- These are sent automatically from "random numbers" by our scheduling program 24 hours before your appointment and cannot receive messages. We unfortunately cannot control computers, the internet, weather and/or gremlins in the system issues. Please DO NOT rely on these as your "sole way of remembering you have an appointment" (refer to our cancellation policy to avoid being charged). *You are responsible to call us to make changes to your schedule.*

CHANGES TO YOUR SCHEDULE

- If you and your PT discuss the need to cancel or change an appointment or you have been discharged from therapy, please speak to the front desk about changes to your schedule.

INCLEMENT WEATHER

- In the event of inclement weather, our office will open according to our schedule. If you are uncomfortable coming in please do not wait until last minute to cancel, as we will adjust our schedule accordingly so no staff is unnecessarily here during a storm. We will call you if we need to adjust your appointment time or if the office closes. Please keep your phone close and check your voicemail and missed calls.