



Welcome to SWPT. Our physical therapists are licensed, educated, and trained professionals who treat physical dysfunctions and provide orthopedic or neurological rehabilitation.

Your physician has referred you to physical therapy because of your given diagnosis. Based on the referral from your physician, our therapist will perform an evaluation, develop a treatment plan and treat your injury or disease. We'll continually reassess your status and progress your treatment accordingly. Your treatment team consists of physical therapists, physical therapy assistants and physical therapy aides. They'll work together in assisting you to reach your treatment goals.

TREATMENTS: Physical treatments are by appointment only and should be scheduled in advance.

It's extremely important to be prompt and keep your scheduled appointments. If you arrive late for a scheduled appointment or without an appointment we'll reschedule you as soon as possible. The patients that are here for their scheduled appointments are always given highest priority.

Your PT may prescribe a home exercise program as part of your treatment. Your participation in this program greatly increases your body's ability to recover and stay healthy. Follow the therapist's instructions carefully. If during your exercises you should experience any of the following, discontinue and call our office.

- Shortness of breath
- Unexpected pain
- Fatigue
- Uncertainty of correct performance

APPOINTMENT CANCELLATION POLICY: RESCHEDULE OR CANCEL if needed as soon as possible and **AT LEAST 24 HOURS IN ADVANCE** of your appointment. We have an answering machine for your convenience during non-working hours, weekends and holidays.

NO-SHOWS: We may bill \$100 for any no-show without adequate notice. This fee won't be covered by your insurance carrier. Of course, we do understand that unforeseen circumstances or emergencies may arise.

COPAYS & DEDUCTIBLES: We collect all insurance copays and deductibles at the time service is rendered unless prior arrangements have been made. It's a violation of California law for our office to write your insurance portion off or neglect to collect it.

WORKMAN'S COMPENSATION PATIENTS: It's a requirement that we notify your physician, company nurse, insurance company or industrial insurance carrier of poor attendance for physical therapy care. Should you have three (3) appointment cancellations with inadequate notice, or two (2) "no shows" for scheduled appointments, you may be discontinued as a physical therapy patient and your physician will be notified.

All patients who are treated at SWPT have the right to communicate a concern or complaint. You may request a copy of our Patient Complaint Policy.

Our primary goal is to provide you with the highest quality of physical therapy possible and to assist you to a speedy recovery. Please help us to assist you in your recovery by keeping all of your physical therapy appointments.

I have read the above and understand the patient expectations and office policies.

(Patient's/Guardian's signature) _____ 20____
Date