



Client Guidelines

In order to receive maximum benefit from your rehabilitation program, it is of utmost importance that you attend all of your therapy appointments and follow your home exercise instructions.

Please allow travel time to ensure that you are present at the time of your scheduled appointment.

If you are unable to keep your appointment, we request that you notify our front office (502.412.4486) at least 24 hours prior to your scheduled appointment. At the therapist's discretion, you may be charged \$25.00 for appointments cancelled without 24 hour notice.

Due to our busy schedule, you are requested to schedule your appointments one (1) week in advance.

Please be aware that your appointments may generally be on any day of the week and do not have to be set up in a specific pattern. For example, if you are to receive treatment three times per week, the appointments do not have to be on Monday, Wednesday, and Friday.

Also, please be advised that should your regular therapist be unavailable at a time that you wish to schedule an appointment, one of our other therapists can see you for your therapy. All of our therapists are excellent and trained to perform scheduled therapy techniques on every patient.

We will bill your primary insurance only. Advanced Orthopaedic Physical Therapy does not file claims with secondary insurance carriers. If you need a claim form from our office to file your secondary coverage, please contact our billing office for their assistance (502.412.4486).

Statements are sent out monthly. Your statement will show any activity on your account within the prior 30 days. Should you have questions once you receive your statement, please contact our billing office (502.412.4486).

Your cooperation is appreciated. We look forward to working with you and obtaining optimal results from your rehabilitation program. Should you have any questions regarding this form, please ask us.

Signature

Date

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