



QUAIL RUN

PHYSICAL THERAPY

Quail Run Physical Therapy Financial Policies

Financial Policy: Patients must recognize that they are responsible for the charges incurred for physical therapy (Workers Compensation excluded, although prior authorization is required). We will submit billing to your insurance, free of charge, for physical therapy services. In the event that your insurance carrier does not submit payment for services rendered, a statement will be issued to you.

Lieu of Personal Injury Policy: If you are involved in a motor vehicle accident we will submit billing to your insurance. A lien of personal injury must be signed. A good faith payment must be paid at each visit or payment arrangements can be made prior to treatment. Any applicable co-payments will be accepted as a good faith payment.

Attorney Lien Policy: If you sustained a personal injury and retained an attorney, our office must receive a signed lien by patient attorney by the 3rd visit or you will be charged for each visit thereafter until a signed lien is received.

Attendance Policy: We do charge \$35 for cancelled appointments with less than a 24 hour notice and missed appointments.

Attendance Policy

Physical therapy services are unique in that most patients are scheduled to attend on a frequent basis, commonly 2-3 times per week. Your doctor and therapist will make recommendations for frequency (how often) and duration (how long) you may require treatment. Consideration will be given if your insurance plan has restrictions on the number of visits allowed or requires pre-authorization. We recommend that you attend your sessions regularly for optimal benefit.

Our office hours are 9am to 6pm Monday, Tuesday, and Thursday and Wednesday from 8am to 5pm. With exception to a holiday week or short week, we may then open up on a Friday. You will be informed if you happen to have a scheduled appointment on a Friday.

Cancellations:

Initial Please call our office 707-263-6845 as soon as you are aware that you will be unable to attend your appointment. A 24-hour notice is customary. During non-business hours, please leave a message on our answering machine, clearly state your name, time and date of your appointment and reason. If you find it necessary to cancel more than three sessions with less than a 24-hour notice, your therapist will be notified and further scheduling will be at his or her discretion. Repeated cancellations may affect your treatment outcome and are discouraged.

No Show:

Initial If you do not show for your scheduled appointment and have not called in to cancel, you will be marked as a no show. We understand that emergencies do occur and something may prevent you from calling to cancel your appointment. However we have a policy that states if you have two No-show appointments, your therapist may notify your doctor and we will remove your name from any remaining appointments you may have rescheduled. Anymore scheduled appointments thereafter will be up the discretion of your doctor and therapist.

Late Arrival:

Initial Appointments are scheduled on the hour and half hour. We try as much as possible to stay on time for your appointments. Late arrival (greater than fifteen minutes) may require re-scheduling if your therapist believes that your treatment will be insufficient in the remaining time period. If possible please call 707-263-6845 to let us know that you will be late.