



Patient Information

Welcome to Suburban Physical Therapy!

Personal Items & Clothing:

Patients are encouraged to wear comfortable clothing when receiving therapy treatments. Appropriate attire typically includes shorts, T-shirts, and gym shoes. Tank tops or halter tops are better for neck and shoulder injuries. Please make sure that the involved body part and surrounding areas are easily exposed. A washroom is available for clothing changes. Please secure all personal items. Suburban Physical Therapy is not responsible for any lost or stolen items. If items need to be secured, please see the Facility Manager prior to treatment.

Worker's Compensation Patients:

We appreciate your full cooperation in attending all scheduled therapy sessions. We are required to inform your Worker's Compensation adjuster and/or rehabilitation case manager of all missed or canceled appointments. It is also required that all missed visits be rescheduled.

Billing / Payments:

All patients co - pays are to be paid on the same day of treatment session unless other arrangements are made with the front office coordinator. All billing questions should be addressed to our front office coordinator. Please inform us immediately if you have made any changes in your address, phone number or insurance carrier. The patient is ultimately responsible for all outstanding balances.

Cancellations/No Show Appointments:

In order to treat your injury in a timely and efficient manner, you are expected to attend all scheduled therapy visits. All cancellations are to be at least 24 hours in advance, and rescheduled within the same business week whenever possible. There will be a \$25 charge to all patients who cancel their appointments with less than 24 hours notice, unless that appointment is rescheduled. There will be a \$25 charge to all patients who do not show up for their scheduled appointments. Three consecutive no shows appointments may result in a discharge.

Patient Signature

Date

As a courtesy to other patients, please do not bring children and spouses in to the treatment area.

Thank you for choosing Suburban Physical Therapy as your therapy provider. Our highly skilled staff is looking forward to helping you accomplish your rehabilitation goals in a safe and timely manner.