

ATTENDANCE POLICIES AND PROCEDURES

In order for our clients at Professional Therapies of Roanoke, Inc. to receive quality rehabilitative therapy services and to attain their goals, clients are expected to attend their therapy sessions in a manner consistent with their physician's and therapist's directions.

CANCELLATION POLICY

1. When it is not possible for a client to keep his or her appointment, PTOR requests notification 24 hours in advance or as soon as possible when you realize that you cannot attend your specific treatment session. All offices have answering machines that will take messages after our business hours.
2. Insurance companies frequently examine treatment attendance in relation to therapy progress. Third party payors may not pay for services delivered at a frequency less than that ordered or established with the initial plan of care. Consistent attendance is very important.
3. We realize that our clients often are being treated by other health care providers and that other appointments need to be made. We encourage you to make these appointments at a convenient time which does not conflict with your scheduled time with us.
4. We encourage early scheduling of appointments in order for you to get the most convenient treatment times established. However, if a conflict does occur, we will make every effort to reschedule your treatment for another time in order to comply with the plan of care.
5. Repeated cancellations will result in a change in your overall treatment program or the stopping of therapy benefits. A patient must be removed from our schedule if they miss more than 25% of their visits over a month if he/she is scheduled to be seen more than once a week and over a two (2) month period if he/she is scheduled to be seen once a week. If a patient is rescheduled for and attends another appointment, it does not count as a cancellation. Monthly, quarterly, or annual visits must be made up in order to avoid discharge from services. If the patient cancels more than two weeks ahead of time because of a doctor's appointment, it does not count as a cancellation. The physician will be notified that therapy is being stopped because of our inability to comply with frequency of orders.

NO-SHOW POLICY

1. It is your responsibility to let us know if you cannot attend therapy. If you do not attend your treatment and we do not receive a call notifying us at least an hour prior to your scheduled time, this must be considered a **NO-SHOW** appointment. We reserve the right to charge you \$25.00 as a no-show fee.
2. Our policies require that the physician be notified in writing after three missed visits and your therapy program will be stopped at that point.
3. If you are removed from the therapy schedule and additional therapy is needed, then a new prescription from your physician will be required. A formalized attendance agreement will be required at that time.

POLICY ON INSURANCE COVERAGE

If your insurance company or coverage changes, you must inform our office. If there is a pre-authorization requirement on your new insurance that we do not obtain because you did not, you will be held responsible for the entire bill during that period of time.