



CLINIC INFORMATION SHEET & NEVADA HAND THERAPY OFFICE POLICIES

Our goal at Nevada Hand Therapy is to provide you with individualized, caring and effective therapy. To fully benefit from therapy, we would like you to become familiar with our services and to know what you can expect from us and what we expect from you.

PHILOSOPHY OF CARE/TREATMENT

- Our goal is to empower you with knowledge - by fully understanding your condition, you will be better able to participate in your own recovery. Feel free to ask us questions about your diagnosis.
- We strive to create a relaxed and supportive environment – please let us know how we can make you more comfortable.
- To fully benefit from therapy, it is important to attend therapy sessions consistently and perform your home program as prescribed by your therapist.
- If you feel that therapy is not meeting your needs, please bring it to our attention. We'll be happy to modify your program to ensure a successful recovery.

FOLLOW-UP VISITS WITH YOUR PHYSICIAN

- We periodically assess your progress and send reports to your physician. Please advise us of all upcoming appointments with your physician

INSURANCE

- As a courtesy, within a week of your first appointment, our front office staff will contact your insurance company to verify therapy eligibility and benefits. If your insurance company requires prior authorization, please ensure that this has been addressed by your physician/practitioner's office.
- It is *your responsibility* to verify that Hand Therapy is covered by your insurance carrier. Please note that Hand Therapy is billed under Occupational Therapy (not Physical Therapy) when checking with your insurance company. It is also important to determine the number of visits and/or the dollar limit permitted in a calendar year.

UPCOMING APPOINTMENTS AND ATTENDANCE

- Please arrive on time for your appointments. If you are more than 15 minutes late, your appointment may have to be rescheduled.
- For treatment to be effective and covered by insurance, it is important for you to be treated consistently. If you are unable to attend an appointment, please call us at least 24 hours in advance to cancel and reschedule.

NO CALL/NO SHOW POLICY

- For private insurance, a \$40 fee will be charged to your account for any NO CALL/NO SHOW appointments or cancellations if you do not give 24-hours of cancellation notice. If you have three NO CALL/NO SHOW appointments without contacting our office, we reserve the right cancel all existing appointments until payment has been made on your account.
- For Worker's Compensation, we reserve the right to notify your claims adjuster, case manager, and/or physician after three missed appointments without 24 hours notice. We may also cancel all future appointments until you have returned to your physician for a new prescription.
- We realize that there are emergencies and unavoidable circumstances that may cause you to miss your appointment without being able to give us 24 hours notice. We will evaluate these situations on a case by case basis and will consider waiving the cancellation fee if certain criteria are met.