

Our goal is to provide you with excellent service and care to ensure that your maximum potential is achieved. Your active participation is essential to the success of your therapy.

We will do our best to:

- Begin all sessions within ten (10) minutes of appointment time.
- Provide make up sessions whenever scheduling allows.
- Provide at least one hour notice of cancellations or provide a different therapist for that session.
- Plan time during therapy sessions to answer questions and discuss progress.

We ask you to:

- Arrive on time for all sessions (if you are late, we may not be able to extend your session).
- Sign in at the reception desk upon arrival.
- Provide at least 24 hours' notice for all cancellations.
- Be available during therapy sessions to discuss questions and progress with your clinician.
- Follow recommended home activities and exercise programs.
- Only use equipment when supervised by your therapist.
- Have family or friends wait in our lobby unless requested by the therapist to participate in the therapy session. Children are not allowed in treatment areas and must be properly supervised in the lobby. Thank you for your understanding.

Our attendance policy is as follows:

- Chronic tardiness may be cause for discontinuation of services (i.e. more than three occurrences of arriving ten or more minutes late).
- More than two cancellations in one month may be cause for discontinuation of services.
- Two cancellations without notice (no show) will be automatic grounds for discontinuation of services.

Client Signature: _____ Date: _____

Staff Signature: _____ Date: _____

Therapy Guidelines for Treatment - Outpatient