



## POLICIES AND PROCEDURES

### Illness/Absence

Clients will not be treated if any of the following conditions (not associated with the primary diagnosis) are present within 24 hours of the scheduled appointment: fever, vomiting/diarrhea, infection, or rash. Clients presenting to physical therapy with such symptoms may be subject to a Missed Appointment fee.

### Make-up Sessions

Make-up sessions due to client or therapist cancellations are not guaranteed. Every effort will be made to reschedule appointments cancelled at least 48 hours in advance.

### Correspondence

BodyBenders will provide appointment reminders upon written request. To protect client privacy, phone calls may be placed from a blocked number. If you do not accept calls from a blocked number, than e-mail correspondence is strongly recommended to avoid delays in communication.

### Billing

Payment is expected at the time services are rendered, unless prior arrangements are made. Unpaid balances are subject to an Outstanding Balance fee **per billing cycle** and may result in suspension or termination of services until the balance is paid.

Fees (These charges are NOT covered by insurance)

### **Missed Appointment (No show/cancellation without 24 hours notice):**

Clinic appointment: \$25

Home visit: \$75

Appointments should be cancelled or rescheduled at least 24 hours in advance in order to avoid this charge. Cancellations made within 24 hours due to illness or emergency may be eligible for fee waivers with supporting documentation. Three or more missed appointments may result in termination of services.

**Returned Check: \$25**

**Outstanding Balance: \$10 (over 30 days from date of invoice)**

**\$25 (over 60 days from date of invoice)**

Effective 3/2007