

In order to provide our patients with the best treatment experience possible, we have established the following Patient Guidelines. Please carefully read them and should you have any questions, a member of our team is happy to assist you.

- **Cell Phone Use:** In order to protect our patients' privacy and adhere to Patient Privacy Laws, taking pictures or videos is not permitted in the office. Please limit the use of mobile phones to the waiting area to avoid disrupting others during treatment.
- **Personal Belongings:** Excel Physical Therapy is not responsible or liable for lost, stolen, misplaced or damaged personal property in the clinic. We strongly encourage you to leave your personal belongings in the car or keep them with you at all times throughout treatment.
- **Children (Non-Patients) in the Clinic:** To ensure a safe environment for all, children are required to remain seated in the waiting area or alongside their guardian while the guardian is participating in therapy. If the child is not old enough to understand or follow these rules, they are not permitted to attend therapy with their guardian. Furthermore, children are not permitted to climb on the high treatment tables nor are they permitted to use any therapy equipment if they are not a patient themselves.
- **Weapons Policy:** To help ensure that Excel Physical Therapy maintains a safe workplace for all employees, patients and visitors; the company prohibits the possession or use of weapons on company property. Weapons include, but are not limited to, guns, knives with blades over 4 inches in length, explosives and any chemical whose purpose is to cause harm to another person. This policy does not apply to any law enforcement personnel engaged in official duties.
- **Cancellation/No Show Policy:** Excel Physical Therapy takes the subject of canceling your appointment very seriously, as it can make the difference as to whether you recover from your injury or condition. Showing up as scheduled is one of your most important responsibilities.

Excel Physical Therapy requires 6 hours-notice for the cancellation of a scheduled appointment. Please have an alternative appointment time in mind for that week when you call to cancel. It is important that you receive your full amount of prescribed treatment since many insurance companies restrict physical therapy benefits. Your prescribed number of visits is determined by your physical therapist after your initial evaluation.

There is a \$20.00 charge for a no-show or cancellation WITHOUT proper notice. This charge will not be covered by your insurance, but will have to be paid by you personally.

We appreciate the opportunity to participate in your recovery. We look forward to working with you!

I consent to the above Patient Guidelines, as indicated by my signature below:

Patient Signature

Date