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## Welcome to Align Physical Therapy!

We are honored that you have chosen us as a health care provider. Our commitment is to provide you with treatment in the most compassionate and caring manner.

Please take a few minutes to read the enclosed general information and policies. We look forward to accompanying you on your journey to health and well-being!

### New patients:

Please arrive ten minutes prior to your appointment, so that we may complete the registration process and provide your physical therapist with the information they need to complete an evaluation.

It is important that you provide complete and accurate information when completing our registration forms, so that we may send accurate claims to your insurance provider.

### Cancellation policy:

We understand that there are times when emergencies or conflicts may interfere with your appointments.

**If you inform us of your conflict 24 hours prior to your appointment, we will have the opportunity to fill the appointment with a patient who needs care.**

**No-show appointments may be assessed a fee of \$35**, which is not covered by your insurance.

### Appointment duration and tardiness:

The length of your treatment times may vary, but please plan to be in our office for **at least 45 minutes each time**. We may reschedule your appointment if you are more than 10 minutes late.

### Treatments and home program:

Our physical therapist will evaluate you to determine your specific physical needs and establish an individualized treatment program. During the course of your treatment with Align, **your therapist will prescribe a home exercise program to be carried out on your own.** This is an important and essential part of your treatment program.

Please dress comfortably in unrestrictive clothing. You may be provided a gown depending on your treatment area.

Copays, deductibles and patient responsibility:

You will be informed of your benefits before treatment begins. Copays and deductible amounts must be paid at the time of your appointment.

Our office will make every effort to collect payment from your insurance company, including claims submission and follow-up. If claims are not processed in a reasonable amount of time, we may request that you contact your insurance company regarding your claims.

We strive to accommodate all of our patients' needs and we appreciate your honest feedback regarding your treatment experience at Align.

We look forward to meeting you!