

*** PLEASE READ & INITIAL EACH BOX ***

Important Company Policies

We strive to provide you the best, personalized care possible. To make this possible we adhere to a set of very important policies. Please read them carefully, initial all the boxes to indicate your agreement of the company policies.

Late policy “10 minutes”

Being late by more than 10 minutes will require you to either reschedule or wait for the next available opening. There are no guarantees since openings due to cancellations are unpredictable. We do not allow appointment overlap because this undeservedly compromises the care of another patient.

24-Hour Advance Notice Fee

If you wish to change or cancel an appointment we require a minimum 24-hour notice. Anything less will result in a \$10 fee charge to your account. If not only costs us money to have the appointment available to you, but you may be taking away appointment from someone else who may really need it. We're not making money by charging a mere \$10, but it is only to act as deterrent from making last minute changes. Please be courteous and responsible. Thank you.

Co-pays are due upon arrival

If you happen to forget your wallet or checkbook we may still see you upon completion of an “Extension Request Form.” This is a “promise-to-pay” form and carries a minimal fee that allows you to keep your appointment.

No shows are bad

If you fail to show for an appointment without notice, all future appointments will be removed and a \$10 fee assessed to your account. You may re-schedule appointment again on a “first come, first server” basis.

Cell phones must be placed on Vibrate or Silent

We realize emergencies may arise and therefore allow you to carry your cell phone during your session. However, please be courteous and set to silent mode or vibrate.

Children requiring supervision are NOT allowed to attend sessions with you.

If your child does not require supervision and is capable of waiting for you quietly then you may bring your children. If any disturbance is caused to other patients or staff members then you may be asked to terminate your session early and attend to your child.

DOMS – Delayed Onset of Soreness

Please be aware of potential DOMS or delayed onset of soreness after the initial evaluation and after the first few treatments. In order for the therapist to exactly pin point the problem and jump start the healing process, many tests and treatments will be performed that may cause slight discomfort (initially). The therapist only has your best interest at heart and would like to give note to the fact that when muscles and joints have been guarding due to pain once they are moves into a normal functioning pattern, the body may react by feeling some discomfort. Please consult therapist by calling (732) 662 – 7927 at any time when questions arise about DOMS.

Financial Hardship

If you are experiencing financial difficulties and are unable to afford the cost of our services we have a “Financial Hardship Form” which you may be filled out. If you qualify for financial assistance according to the Federal guidelines, we may legally assist you by waiving or discounting your (patient responsibility) portions of the bill. If you don't qualify, we also understand that during these trying economic times, it is difficult to pay high deductibles and co-pays on a weekly basis. Therefore, we are flexible with setting up a payment plat that works for you. Ask the front desk person for assistance.