

SHEDDON PHYSIOTHERAPY AND SPORTS CLINIC

PATIENT POLICIES

Your program here is designed to help you return to your pre-injury functional level as soon as possible. If you do not understand any of the following rules and procedures, please ask a staff member for clarification.

APPOINTMENT TIMES:

Be on time for your appointment. We have your time reserved and others are booked after.

To secure the times you prefer, you should book at the beginning of the week. Often people book a couple of weeks in advance. This is strongly recommended.

HOURS:	Monday	6:00 am - 8:00 pm
	Tuesday	6:00 am - 8:00 pm
	Wednesday	7:00 am - 8:00 pm
	Thursday	6:00 am - 8:00 pm
	Friday	6:30 am - 7:00 pm
	Saturday	7:00 am – 1:00pm

PAYMENTS:

Payment for your appointment must be made at the end of each visit. You will be given a receipt that can be used for private insurance or for your taxes.

Payment can be made by Visa, MasterCard, Debit, Cheques or Cash.

CANCELATIONS AND NO SHOWS:

- We take this policy seriously because it can make the difference between success in treatment or not. Showing up to your scheduled visits is your most important job. After this, by following the therapists' instructions, you will succeed in your program.
- We require 24 hrs notice for any cancellations. It is your responsibility to have an alternate time in mind to replace this appointment with to ensure you are getting the proper treatments in. (In certain cases, this is not possible).
- There will be a 25 dollar charge levied to your account for a cancellation without proper notice. Insurance will not cover this charge and will need to be paid by the patient themselves.

- By rearranging an appointment, the patient may need to see another therapist due to our busy schedules. All our therapists are experienced professionals and will familiarize themselves with your case to ensure the best care is given. On your follow up visits, you will be placed with your original therapist.
- By missing an appointment, there are three people affected, the therapist who is not working, yourself who is not receiving the proper amount of care and another patient who is trying to get an appointment but cannot due to busy schedules. It is very difficult to fill appointments at the last minute.

If you miss several appointments, we will be required to inform your physician and or adjuster of your absence and your treatment may be discontinued.

CLOTHING:

Wear clothing that is comfortable and is appropriate for exercise. If you are unsure, ask our secretaries prior to your appointment.

SAFETY:

Please notify your treating therapist of any change in your condition.

If you are unsure about anything in your treatment or how to use any equipment, please ask your treating therapist.

Please call for assistance immediately if you are in any discomfort during your treatment.

Pain can increase or decrease during the course of treatment before it is finally released. The increase in pain is not a reason to fear therapy, it is often part of the treatment. When we release your pain, there is often some underlying biomechanical treatment that needs correcting. Please make sure the you are clear with the Therapist as to the plan. We want to get you better, not only feel better only to return in a couple of weeks.

I have read and understood:

Signed

Print Name