

# Severna Park



# Physical Therapy

*Physical Therapy \* Aquatic Therapy*

## Welcome to Severna Park Physical Therapy

Thank you for choosing Severna Park Physical Therapy for your rehabilitation needs. Here is a list of our office policies and procedures which will aid us in our care for you.

### **Communication**

If you have an upcoming appointment with your Physician/Nurse Practitioner please let your Physical Therapist know ahead of the appointment so that a progress letter can be made. We maintain written and verbal communications to referring physicians and specialists on your treatment and progress. Any new referrals/prescriptions should be given to us as soon as possible.

If you've received a recent injection at your physician's office, please let us know as this may affect your treatment.

### **Insurance & Billing**

As a convenience to our patients, we will submit itemized bills to your insurance provider. Upon your first visit with our office we will require a copy of your current health insurance card along with your physician's order if required by your insurance company. Please let us know of any changes that may occur with your coverage. If your insurance company notifies our office that you have a higher out of pocket expense, we will bill you accordingly, and payment is due upon receipt of the billing statement.

If you do not have health insurance coverage, payment in full is required at the time of service.

If there is a billing question or concern please talk to our Administrative Assistant at the front desk. We would be happy to help resolve any of your questions or concerns.

### **Co-Pays & Deductibles**

Co-pays are due at the time of service. If you have a percentage that is owed versus a standard co-pay amount, this will be estimated and you would be required to pay that as well. WE do accept weekly payments; however, arrangements must be made with our administrative assistant. If we need to bill you for your co-pays there will be a \$10.00 charge added to your statement. Most insurance plans have an annual

deductible. If you have not met your deductible, you will be responsible for your office visits until this amount is met.

### **Appointments**

If you need to cancel your appointment, we kindly ask that you give us 24-hours' notice or a charge may be incurred for the treatment time that was reserved for you. It is your responsibility to pay this fee since insurance carriers will not pay this pay fee. We do understand that emergencies happen. Please let us know as soon as you can so that we may be able to offer that appointment time to another patient.

Please stop by the front desk to schedule your next appointment. Appointments are not carried over to the next week. We ask that you make your appointments weekly.

### **Inclement Weather**

Our office usually remains open in inclement weather. However, in the event of a weather closure, we will contact you by telephone. If you decide not to cancel your appointment due to inclement weather please call our office as soon as possible.

### **Office Hours**

Our office is open Mondays, Wednesdays, and Fridays from 8:00 a.m. to 6:30 p.m. and Tuesdays / Thursdays from 9:00 a.m. to 2:00 p.m.

*Thank you from the Staff at  
Severna Park Physical Therapy*