

## OUTPATIENT REHABILITATION APPOINTMENT GUIDELINES

Physical Therapy, Occupational Therapy, Speech Language Pathology

Thank you for choosing us as your provider. Our goal is to provide you with the highest quality of rehabilitation services. Please help us by observing the following:

1. Please schedule your future appointments as recommended by your therapist.
2. For cancellations, please notify our office at least 24 hours in advance so we may accommodate other patients waiting for appointments. You can leave a message 24 hours a day by calling (707) 257-4089.
3. We have many patients in need of therapy. Therefore, **if you miss (i.e. “no-show”) two appointments, or miss/cancel a total of three appointments, we may not be able to schedule you for future appointments.**
4. If you do not schedule ongoing appointments as recommended, your outpatient therapy services may be discontinued. We are obligated to inform you that not completing therapy services as recommended by your provider may result in a lack of improvement or worsening of your condition.
5. Arriving late to an appointment may impact your treatment. It may shorten your appointment time or you may be seen by a different therapist.
6. Please present your insurance card when arriving so a copy can be made for our records. We will collect any applicable co-pay, co-insurance, and deductible payments at the time of service. We encourage our patients to contact their insurance company to determine therapy benefits. As a courtesy, we will also share information.

*Pre-authorization:* Some insurance companies require pre-authorization before therapy services begin. If this is a requirement of your insurance company, you may be asked to provide pre-authorization information.

*Medi-Cal and Partnership Health Plan patients:* Therapy services must be pre-authorized before treatment can be initiated. You must present your current Medi-Cal or Partnership Health Plan card at the first visit of each month that therapy services are provided.

7. We care about your child’s safety. Children that accompany you must remain under your direct supervision and control. If this is not possible it may be necessary to reschedule your therapy for a later date.

If you have any questions about these guidelines, please feel free to ask any staff member. Thank you for choosing St. Joseph Health/Queen of the Valley Rehabilitation Services.

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**Patient Signature**

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**Date**

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NAME

DOB

St. Joseph Health   
Queen of the Valley

