

NEW DIMENSIONS PHYSICAL THERAPY
PROCEDURES, POLICIES, & PRACTICES
Kern-Steiner, Inc.

- **PHYSICIAN PRESCRIPTIONS:** Our physical therapists may do an initial evaluation without a prescription. STATE OF TEXAS LAW REQUIRES PHYSICAL THERAPISTS TO WORK FROM A DOCTOR'S PRESCRIPTION FOR ALL FOLLOW UP SESSIONS. If you do not have a physician, we can refer you to one.

- **CANCELLATION POLICY:** Due to the demand for our services, WE REQUIRE 24 HOURS NOTICE FOR ALL CANCELLATIONS. This allows us adequate time to schedule another patient in your time slot. Any appointment cancelled with less than 24 hours notice will be billed at full price. We do take into consideration exceptions for sudden illness or emergencies. Also, reminder calls are a courtesy. Should we fail to give or should you fail to receive a reminder call, you are still responsible for paying a cancellation fee if you fail to arrive for your appointment.

- **INSURANCE BILLING:** In order to keep our charges reasonable, and to maximize our time spent with each patient, New Dimensions Physical Therapy does not bill insurance and is not an insurance provider. NEW DIMENSIONS PHYSICAL THERAPY IS NOT A MEDICARE PROVIDER AND MEDICARE WILL NOT REIMBURSE YOU. However, the therapy you receive is covered by most third party insurance carriers as an OUT OF NETWORK SERVICE. The invoice we provide you will have all the information necessary for you to file for reimbursement. We will assist you in any way we can to help you get the fully allowable reimbursement as defined by your insurance carrier.

- **HOURLY RATES:** Initial assessments with Rebecca are billed at \$245.00 per hour. Her follow up sessions are billed at \$195.00 per hour. The remaining physical therapist's fees are as follows: \$210.00 for the initial assessment and 175.00 per hour for either land or pool therapy.

- **PAYMENT OPTIONS:** Payment is due at the time of your visit. We accept cash, personal checks, cashier's checks, money orders, Visa, and MasterCard. Patients requiring prolonged treatment may be eligible for a payment plan; this can be arranged through our business manager.

- **LAND THERAPY ARRIVAL:** When you arrive for your appointment, your therapist will greet you at the scheduled time of your appointment. If you are kept waiting more than ten minutes past your appointment time, please let the office staff know.

- **LAND THERAPY DRESS:** Please dress in baggy shorts and a tee shirt. Women should also wear a sports bra or tube top.

- **POOL THERAPY ARRIVAL:** When you arrive for your appointment at Body Business, please change into a bathing suit. The locker rooms are located inside the pool area. Once you have changed, go to the poolside and wait for your therapist.

- **POOL THERAPY DRESS:** Please dress in a comfortable bathing suit. Shower facilities, toiletries, and towels are provided by Body Business.

I have read and understand the above Procedures, Policies and Practices for New Dimensions Physical Therapy.

Signature of Patient or Patient's Representative

Date