

PATIENT RESPONSIBILITIES

DEPARTMENT OF PHYSICAL MEDICINE & REHABILITATION

In order to provide you with efficient and effective service, we request your assistance by responding to the following actions:

1. The patient is responsible for providing a medical order for their therapy services for their first visit and every 30 days thereafter. ***Patients without a written order from their doctor cannot be seen for services.*** The doctor's orders may be brought to the Department by the patient or may be sent by FAX by the doctor's office to **(202) 444-5333**.
2. If a patient has a co-payment, they are responsible for paying it before each session. This is regulated and monitored by each patient's insurance. If a patient fails to pay their co-payment they may be responsible for the financial charges of each visit.
3. ***NO SHOW APPOINTMENTS:*** Patients are responsible for keeping appointments in a timely fashion. If a patient is 15 minutes late for an appointment, it is possible that they may not be seen unless the therapist has an available schedule opening or is able to provide a shortened treatment that can still support treatment goals.

Cancellation of appointment must be made 24 hours before the appointment with the exception of family or medical emergency. Cancellations made after this time will be considered a ***NO SHOW appointment.*** If a patient accumulates three ***NO SHOW*** appointments, they may be discharged from services. A new doctor's order will be required to return to resume services and a new evaluation will be required.

4. Following the initial evaluation, the patient is responsible for setting up appointments at the frequency recommended by their therapist. Appointments may be made at the front desk at the end of a visit or by calling (202) 444-3690. Appointments may be made for up to one month in advance. ***If the patient makes no appointments and is not seen for a two week period for this reason, discharge from services may occur and new medical orders will be required for a new evaluation.***
4. Patients are responsible for advising their therapist if there is any change in their medical status such as a change in their weight bearing status, acute illness, new diagnosis etc. If the change in medical status may affect their treatment, the patient must get new orders from their doctor to continue their therapy.
5. It is suggested that patients either wear or bring clothing that is easy to move in such as shorts, loose fitting trousers and sneakers. Dressing rooms and lockers are available. ***Please bring your own lock for the locker for security purposes if you wish. The Department is not responsible for personal belongings.***
6. I have received, read, and understand the "**Frequently Asked Questions**" form.

I have read and understand my responsibilities printed above and agree to abide by them.

(Patient Signature)

Date

PM&R 2/06