

## Office Policies

- Your treatment plan has been prescribed to you based on our experience with your specific type of condition that has produced the best results for our patients in the past. Generally, treatment visits are more frequent during the initial phase of care (first 2-4 weeks) and as objective and subjective findings improve we recommend a reduction in treatment frequency. ***However, it is crucial during this initial phase of care that you keep all scheduled appointments in order for your treatments to be most effective. We have found that patient noncompliance is the primary reason for suboptimal results and frustration for both patient and doctor.*** If you miss a visit, you should reschedule another appointment immediately so you will follow your weekly treatment plan (i.e. if it is 2 visits per week, then make up that second visit within that week). Our staff prides itself in providing you with the highest standard of care that would otherwise be compromised with noncompliance.
- Financial arrangements will be clearly discussed with you before beginning care. If you have any questions regarding finances or insurance benefits please bring them to our attention ***as soon as possible***. Clear communication between you and our office staff will result in a more enjoyable healing experience. If you have questions regarding any aspect of your care or have any financial concerns please make an appointment to speak with Sanchu Chacko, the principal of **East Flushing Physical Therapy, PC d/b/a Optimum Rehab**. He will discuss any questions and concerns you may have and work towards a resolution. **East Flushing Physical Therapy, PC d/b/a Optimum Rehab** will accept assignment of insurance benefits for you, along with handling the processing and submission of all your claims. This **extra service** allows you, the patient to focus on your health and wellness rather than being burdened with time consuming paperwork.
- We encourage you to request a particular provider (chiropractor or massage therapist) that you feel most comfortable with and every effort will be made to schedule you with him/her each visit. However, that provider may be unavailable to treat you on occasion and in that case you will be scheduled with someone else. As the patient you will benefit from the expertise and specialization provided by other members of the **Optimum Rehab PC Healthcare Team**. This is what is meant by an ***integrative approach to healing and wellness***.
- Most of our patients are referred to us from past or existing patients. If the care you receive at our office meets or exceeds your expectations, we ask that you recommend your friends, colleagues and family. We promise to provide them with the same high standard of care we provide to you.
- We make every effort to respect your time and we ask that you do the same. Massage therapy visits that are cancelled with less than 24 hours notice may be subject to a \$30 cancellation fee, especially if it occurs on a regular basis. However, rescheduling (and keeping) an appointment within 24 hours of the original visit will avoid incurring this fee.
- We ask that you keep all of your personal information current, particularly your insurance information, address and phone numbers. If anything changes please let us know as soon as possible.

**We welcome you as a patient of  
Optimum Rehab**

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Signature

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Date