

Welcome to the Vereen Rehabilitation Center! We are delighted that you have chosen us to serve you. While you are under our care we will do everything we can to assist you. Our goal is to meet your needs in the most caring and efficient way. In order to do this, we have developed the following policies for our department. We will be happy to answer any questions you may have.

Office Hours	Monday-Friday 8:00 A.M to 5:00 P.M.
Appointments	If you cannot keep an appointment, we request at least <u>24 Hours Notice</u> .
Missed Appointments	When scheduled appointments are missed without being cancelled, your therapist will make at least three (3) attempts to contact you regarding these missed appointments. You or your child may be discharged under your therapist's discretion if he/she is unable to contact you. We will also notify your physician of the situation.
Excessive Cancellations	In order for you/your child to make the most progress in the shortest amount of time, it is important to attend therapy on a consistent basis. If an excessive amount of appointments are missed in a one-month period, your therapist will attempt to contact you regarding the situation. If the situation cannot be resolved, you/your child will be discharged at the discretion of your therapist and your physician will be notified.
Arriving On Time	Please make sure you are on time for you appointment. Arriving late could result in your appointment being rescheduled. It is not our desire to reschedule a patient who is tardy; however, due to the nature of the service and the volume of patients scheduled we simply have no choice. We realize there are sometimes extenuating circumstances and this will be taken into consideration. Please let us know if you have any questions or concerns.
Registration	All patients are required to register on the first visit of each month. This is beneficial for both patient and facility. Registering monthly ensures accurate insurance information, preventing the undesirable event of your claims being denied.
Fees & Payments	If you do not have insurance, we ask that you accept the responsibility to inform your therapist who will notify appropriate staff to involve a hospital financial counselor. The counselor will assist you by setting up a monthly payment plan.
Prior Authorization	Some insurance companies require prior authorization for rehabilitation services. This is the patient's responsibility. Therefore we ask you to work with us by informing us when prior authorization is required. We will be happy to assist you with obtaining authorization.

We want to make your experience as comfortable and pleasant as possible. We are glad have chosen the Vereen Center to treat you!

Therapist Signature

Patient Signature