

# PHYSIOTHERAPY POLICY & PROCEDURES GOVERNING CLIENT CARE

## TREATMENT FEES

Initial Assessment & Treatment: \$120.00 (approximately 60 minutes).  
Follow up Appointments \$ 80.00 (approximately 30 minutes).  
Extended Follow up Appointments or Re-assessment \$ 95.00 (approximately 45 minutes).  
Missed/NO SHOW Appointment Fee: Full cost of your appointment (Not covered by insurance).

Treatment fees may vary from above if there is any change in the amount of time the therapist is spending with the client. This variation in the fee will be discussed with the client before the treatment is started and consent will be taken and documented in the client's file.

The provincial health care plan in Ontario does not cover private health care services. Therefore, payment is solely your responsibility due after the time of your appointment of each session. Patients are invited to use cash, debit or credit cards (MasterCard and/or Visa) to keep their accounts current.

If you have coverage through your personal health benefits, company plan, or any other third party, you are directly responsible for payment unless benefits are assignable to the clinic. Receipts are issued at the time of payment and can be used for reimbursement from your benefit plan. We collect credit card information and keep it on the file for events when there are discrepancies with your insurance provider.

**MVA and WSIB** : In the event of coverage resulting from a work place accident, motor vehicle accident or personal injury claim, confirmation of coverage, including the claim number, policy number, must be obtained from the insurance company, to proceed with direct billing or you will be responsible for payment. If required, requests for letters or medical legal reports must be made in writing and may not be released until payment is received. If you are discharged, settle or discontinue treatment, any balance on your account is immediately due. If your account is overdue past 30 days a 5% interest charge per month will apply.

**SPECIALTY SUPPLIES** : Custom orders such as Braces and specialty items will not be ordered for a patient until the patient has paid for the full cost of the item. We do realize that specialty items are an expensive part of your treatment and we make every attempt to control these costs. Our staff is available to assist patients with insurance benefit verification as well as submitting necessary claim forms. These products are non-refundable once paid for and can not be replaced once they are dispensed.

In an effort to better serve our patients, **48 hours' notice** of any **changes to your appointment** is required. Please note that benefit companies do not cover missed appointment charges.

## PHYSIOTHERAPY ASSESSMENT - Informed Consent

I agree that I have been informed of the potential risks not limited to increase in pain and discomfort with the assessment that will be performed by the Registered Physiotherapist. I am also informed of the benefits of drawing a clinical impression / diagnosis about the problem / condition I am having after the assessment is performed which will help him to formulate my treatment plan. I have also been informed of the alternatives that this assessment can have. I have understood the above statement, have no further questions and hereby voluntarily consent to participate in the assessment performed by Synergy Physiotherapist.

**PATIENT INITIALS:**

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE OF PATIENT

\_\_\_\_\_  
SIGNATURE OF LEGAL GUARDIAN/PARENT  
IF REQUIRED