

Great Strides Rehabilitation



Dear Patient/ Parent:

Thank you for choosing Great Strides Rehabilitation, Inc. to meet your therapy needs. Our staff is dedicated to serve you in the most efficient and effective manner possible. You can help us by following the guidelines below:

1. **Insurance-** It is suggested that you verify coverage for the services prescribed by your physician and make the proper arrangements for any non-covered services. **PAYMENT FOR ALL SERVICES NOT COVERED BY INSURANCE ARE THE PATIENTS RESPONSIBILITY. AT THIS TIME, WE HAVE LIMITED STAFFING AND ARE ASKING YOU TO TRACK YOUR INSURANCE COVERAGE. BILLING QUESTIONS SHOULD BE DIRECTED TO: PROMED CLAIMS SOLUTIONS, ATTN: CHARLOTTE LAVERGNE 904-879-4230**
2. Please notify Great Strides Rehabilitation, preferable 24 hours in advance, of any appointments you cannot keep. **You may reach your therapist at 886-3228.**
3. In consideration of other patients and staff, it is necessary that appointment times are adhered to and cancellations are avoided. If you are going to be late for your scheduled appointment, please call and make sure your therapist will still be able to see you. **Your appointment may have to be rescheduled.** At times, the therapist may be behind schedule. Please understand that this may be due to unforeseen circumstances and your patience is appreciated.
4. If you have 4 or more cancellations or no-shows in one month, remaining appointments may be taken off the schedule and your child will be subject to being discharged.
5. After each therapy session, please confirm you next appointment with your therapist.
6. The therapist will, whenever possible, maintain communication with your physician in order to discuss an appropriate plan of care and realistic expectations.

If there is anything we can do to make your therapy session better, please do not hesitate to bring it to our attention.

Patient's signature (or legal guardian)

Date