

Grand River

Physiotherapy

WELCOME TO OUR CLINIC!

During your first appointment, you will be assessed by a registered physiotherapist. To make an accurate diagnosis, your physiotherapist must be able to see the area of concern, so you may be asked to change into a gown or a pair of shorts. Please wear comfortable clothing to future treatment sessions so that you may fully participate in your treatment.

We believe that it is important for you to understand your condition: knowing how your body works will help you prevent the recurrence of the same injury in the future. We will provide you with information about your injury and we encourage you to ask questions.

We believe that our patients should have an active role in setting their treatment goals. Please let us know what activities you would like to return to so that we can guide your rehabilitation appropriately.

Payment for your treatment:

- Grand River Physiotherapy is privately owned by registered physiotherapists. **OHIP will not cover the cost of your treatments.** You may pay for your treatment on your own, through your extended health benefits plan, using your automobile insurance, or through the Workplace Safety & Insurance Board (WSIB). **If these sources refuse to pay for your treatments, you will be responsible for full payment.**
- **Please pay on the day that you receive treatment. You will be billed at the end of each week for any treatments that have not yet been paid.**
- **After 15 days your account will be deemed overdue, and may be submitted to a Collections Agency if payment is not directly forthcoming.**
- A payment plan option is available for patients who are unable to pay on each day of treatment.

Cancelled Appointments:

Cancellations create scheduling difficulties for other patients. At *Grand River Physiotherapy* we respectfully request that you **provide a minimum of 24 hours notice if you must cancel or change your appointment, otherwise a \$25.00 cancellation fee will be charged.**

Privacy:

Your privacy is important to us! We will ensure that your personal information is kept confidential. Should you have any questions concerning our privacy policy, please do not hesitate to ask. Please inform us if you would prefer not to receive a follow-up letter from your physiotherapist after you are discharged from treatment.

In order to facilitate efficient communication between all of your medical practitioners, please notify your physiotherapist if you have an upcoming appointment with your family doctor (or specialist) so that we can prepare a progress note for you to give to your doctor.

I have read and agree to adhere to the terms above. I consent to be treated.

Patient's signature

Date

Witness