



**Orthopaedic Center of Vero Beach**

Physical Therapy Department

1285 36<sup>th</sup> Street, Suite 102

Vero Beach, FL 32960

772.794.1234

**On behalf of the Orthopaedic Center of Vero Beach Physical Therapy Department, we would like to take this opportunity to thank you for choosing us to provide your physical therapy service. Our goal is to accommodate all of our patients to the best of our ability. To allow us to provide efficient care, we ask for your cooperation with the following policy.**

**Appointment Policy**

**1. SCHEDULING**

Please schedule your appointments in advance to secure the days and times you desire.

**2. ON-TIME AND LATE ARRIVAL**

Please arrive at, or just before, your appointment time. Please do not arrive more than 10 minutes early. If you arrive more than 15 minutes late for your appointment, we reserve the right to reschedule the appointment. Late arrivals will cause a delay in seeing patients who are on-time. If you find that you are running late, we recommend you call our office to determine if we can hold your appointment.

**3. CANCELLATION/RE-SCHEDULE/NO-SHOWS**

We require a 24 hour notice for canceling/rescheduling any appointment. Please contact our office to do so. After 2 no-show appointments and/or 3 cancelled appointments, your physical therapy services will be discontinued based on non-compliance to the plan of care.

**4. OUT-OF-STATE REFERRALS**

The order from your out-of-state physician is effective for 30 days, after 30-days you will need to obtain a new order from your physician so we can continue your plan of care.

**5. CELL PHONES**

For courtesy to our other patients and your therapist, please refrain from using your cell phone.

**6. Perfume**

Some of our staff and patients are sensitive to perfumes, please wait to apply perfume until after your appointment.

Thank you again for choosing the Orthopaedic Center of Vero Beach. We look forward to meeting all of your physical therapy needs.

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**Patient Signature**

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**Date**