

Welcome to our office, we are pleased to have you as a new patient and we look forward to working with you to get you back to your daily activities and productive lifestyle. As a new patient, we would like to briefly review the policies of our office.

- The treatment room will be reserved specifically for you during your appointment time. We will do our best to send reminders that confirm appointments, but this is a courtesy and there will be times that we are unable to do so. It will be your responsibility to remember your appointment.
- Cancellations or changes must be made 24 hours in advance of the scheduled appointment. If you fail to show or cancel two scheduled appointments without timely notice or communication, treatment will be discontinued.
- It is important to recognize that your insurance policy is an agreement between you, your employer (if sponsored through work) and your insurance company. While the filing of insurance claims is a courtesy that we provide for our patients, payment for services remains the sole responsibility of the patient. Please familiarize yourself with your insurance policies coordination of benefits & eligibility.
- Co-pays are due at time of service and will be collected at check in. There is a returned check fee of \$40 and unpaid balances older than 60 days is subject to an interest charge of 1% per month. If you should have questions concerning your bill or your treatment, please feel free to consult the office manager.
- At Applause Hand Therapy, we commit to listening to your concerns and partnering with you to achieve your specific goals. Communication is important for us to keep you comfortable and happy with our services.

Thank you!

Denise Wagner

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Office Manager 532-8114 denise@applausehandtherapy.com (please allow 24hours for response)