

WELCOME TO ERAMOS A PHYSIOTHERAPY ASSOCIATES (EPA)

Offering Excellence in Orthopaedic Physiotherapy through our unique **Path to Improved Health**

Your first appointment involves an assessment by a Registered Physiotherapist. Please read our Path to Improved Health brochure for a detailed overview.

You may be asked to wear a gown or shorts in order to allow the physiotherapist to view the area to be treated. At **EPA** we believe that the patient has an active role in setting their treatment goals. For subsequent visits, it is important to wear comfortable clothing so that you can fully participate. At **EPA**, education is a crucial part of our treatment philosophy. We encourage questions so please do not hesitate to voice any concerns you may have to your physiotherapist.

We welcome parents to bring their children into the clinic, but please note that supervision of the children in the waiting room, treatment rooms and around the exercise equipment is the sole responsibility of the parent.

Please read the following procedures carefully, prior to consenting to treatment.

- **EPA** is a private physiotherapist owned clinic and as a result we do not have OHIP billing privileges. Physiotherapy treatment may be covered by either extended health insurance plans through your employment, motor vehicle accident insurance from a car accident or WSIB if your injury is work related. Please let us know which method upon first assessment. Please be sure to check into the details of your coverage since every plan is different, and it is the client's responsibility to understand any limitations to your coverage
- **EPA** will mail out statements at the first of each month for treatments received during the previous month. We extend a grace period from the time you were billed until the end of that month so you may submit to your extended health insurance, expecting that you will receive payment before it is due to us.
 - Acceptable methods of payment include: Personal Cheque, Endorsed Insurance Cheques, Visa, MasterCard, American Express, Debit, and Cash.
 - Your account will be deemed overdue if a payment is not received by the end of the month. **EPA** strives to offer a convenient billing policy, but following a **60-day** overdue period your account will be sent to collections with interest. It is the client's responsibility to ensure that your payments are made on time.

Cancellation policy ...

EPA Physiotherapist's schedules are in high demand and many clients need popular appointment times. In order to offer the best patient care, we require 24-hours notice prior to cancelling an appointment. If you cannot cancel with 24 hours' notice, you will be billed for untimely or missed appointments.

In order to receive the best medical care from all providers, we would ask that you notify your physiotherapist if you have an upcoming doctor's appointment so that a progress note can be forwarded to your doctor. Also, please notify your physiotherapist of any related investigations that have been done so copies can be obtained if necessary.

I have read and give my consent to the above specifications.

Client's signature

Date

Signature of Parent/Guardian consenting to assume financial responsibility if client is under age 18

Parent/Guardian signature

Parent/Guardian Name (Please Print)

Date

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