

## Hand-to-Hand Therapy Clinic

**Welcome to our clinic.** We look forward to working with you to help you achieve the best outcome possible during your hand therapy program. There are a few details we need to make sure that you are aware of before we start.

### **Clinic Rules:**

1. We are a tobacco-free, vape-free, drug and alcohol-free clinic.
2. Please arrive on time for your scheduled appointment. If you arrive late, your appointment may be shortened.
3. Your copay, co-insurance, payment towards your deductible and all supply charges are due at the Time of Service.
4. Use of cellphones is prohibited during your treatment unless it is an emergency situation.
5. We follow a strict HIPAA policy. Therefore, medical information will not be released without your signed consent and/or a physical copy of a Medical Power of Attorney from the requester.
6. You may request your chart to be copied. There is a per page charge for this service.
7. We require that appointments must be cancelled the day prior to the scheduled appointment time. Appointments not cancelled by midnight the day prior will be subject to a **\$40 No Show/Cancellation Fee**.
8. For optimal care, we suggest you find alternate child care during your treatment. If you do bring your child, you are expected to supervise them during your scheduled treatment time.

### **Patient Conduct Code:**

In an effort to provide a safe and healthy environment for staff, visitors, patients and their families, Hand-to-Hand Therapy Clinic expects visitors, patients, and accompanying family members to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff.

The following behaviors are prohibited:

- Possession of firearms or any kind of weapon.
- Physical assault, arson, or inflicting bodily harm.
- Making verbal threats to harm another individual or destroy property.
- Intentionally damaging equipment and/or property.
- Attempting to intimidate or harass other individuals.
- Making harassing, offensive or intimidating statements, gestures, or threats of violence through phone calls, letters, voicemail, email, or other forms of written, verbal, or electronic communication.
- Racial/Cultural slurs or other derogatory remarks associated with, but not limited to, race, language, or sexuality.

If you are subjected to any of these behaviors, or witness inappropriate behavior, please report to any staff member. Violators are subject to removal from the facility and/or discharge from the practice.

**Patient Signature:** \_\_\_\_\_