



## Welcome To Complete Care's Physical Therapy Services!

On behalf of the entire staff, we would like to welcome you to our clinic. We are pleased to have the opportunity to assist you with your health. Our goal is to provide the highest quality and most up-to-date physical therapy treatments available, in a professional and caring manner. We are committed to helping you attain your goals while striving to improve your life. If you ever have any questions, please ask! We have a few office policies in place that help us to provide this service. Please review the below as we believe this will both improve your understanding of how our office works and will enable you to receive the maximum benefit from the physical therapy treatments you will receive.

### **Cancellation and Rescheduling Appointments:**

We schedule one-on-one service. You are not double booked with another person. While this allows superior quality of service it also causes greater strain with last minute cancellations. We ask that you give at least 24 hours advanced notice of cancellations or schedule changes. Multiple cancellations will entail a conversation with your therapist to discuss a plan on how we can help you succeed with therapy.

### **Clothing and Attire:**

Please wear comfortable clothes in which you can move around. For anything working below the shoulders please try to avoid jeans, tight pants, or skirts without shorts underneath, to allow possible necessary movements during your evaluation and treatment.

### **Home Exercises:**

Your home exercise program is both for treatment and further testing to truly understand the root cause of your symptoms. Please remember that it is an exercise prescription similar to drug prescriptions you receive from your PCP. The dosing and spacing is important. If you have questions or have concerns about being able to complete it, please talk to your therapist!

### **Timely Appointments:**

We ask all new patients to arrive 30 minutes early for paperwork and intake, and 15 minutes for financial paperwork if you have fully completed your intake paperwork. For follow-up appointments we ask you to plan to arrive and be ready to start on time, arriving 5-10 minutes early for check in.

If you are arriving >5 minutes late please extend to us a courtesy call. If you will be >15 minutes late please call to verify our ability to complete the treatment session. If you arrive late we will do everything we can to maximize the benefit within your appointment time. We have a policy of trying to start on time with every patient – please understand our commitment to outstanding service is extended to all our clients.

Thank you for choosing Complete Care Physical Therapy. If you have any questions or comments please reach out to us directly!

Best,

Dr. Jeremy Brady, PT & The Complete Care Health Center Staff

*~ Improving Quality of Life Beyond Any Reasonable Expectation ~*

[www.CompleteCare.net](http://www.CompleteCare.net)