Bushnell Physical Therapy Orem Sports Medicine Center





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**Please Keep This Page for Reference**

Welcome to Orem Sports Medicine Center/Bushnell Physical Therapy. Thank you for choosing to do your Physical Therapy with our group. Our goal is to continually go the extra mile in attention, patient education, professionalism, friendliness, and skilled care. We will do our best to treat you in a timely and cost-effective manner. We look forward to working with you.

**Please see our office policies below and help us accomplish our goals for your care:**

* Please make sure to schedule your next appointment before you leave. If you do not know your schedule, let our front office know and they will call you the next day to make an appointment.
* Please call to reschedule if you can not keep your appointment time and need to make changes. We would prefer 24 hours’ notice on a cancelation. This helps us accommodate other patients who may be waiting for an appointment. However, we understand that emergencies can arise.
* We reserve the right to charge for no show appointments or last minute cancelations.
* Be aware that if you are a patient using Worker’s Compensation, your authorization is dependent on your consistency with appointments.
* If you arrive early/late or do not have a scheduled appointment, we will do our best to accommodate you, but understand that you may have to wait to see the Physical Therapist.
* It is the patient’s responsibility to make sure we have accurate and current insurance information as well as patient demographic information.
* Health insurance is very complicated, and each insurance company has different plans with different deductibles, copays, and benefits. We will call your insurance and get a benefit quote for you but understand that this is just an estimate.
* We will bill your insurance as promptly as possible. Please be patient as it can take time for us to receive claims back from your insurance company.
* Bills will be sent out to patients each month depending on what we have received back from insurance. Please note that this means you may receive several statements.
* Copays are due at the time of service.
* We are happy to work out payment plans upon request.
* If you do not have medical insurance, we offer a self-pay rate for services which is due at the time of service and no insurance will be billed.
* If you would like a copy of our Notice of Privacy Practices, please ask the front desk.
* You can contact our office anytime via phone (listed above) or email (sosptcentral@gmail.com)

Thank you for choosing our office to help you with your rehabilitation. We look forward to working with you and hope you will let us know if you have any questions or concerns regarding your treatment.