December 5, 2012

Dear Patients, Caregivers, and Parents;

In an effort to provide quality therapy services to our patients at the Beauregard Memorial Hospital Rehabilitation Services Department, we believe that keeping appointments and arriving to those appointments in a timely fashion are essential to the progress of each patient.

Beginning January 1, 2013, the Rehabilitation Services Department will begin enforcing the following policies:

1. Patient Partnership Plan
2. Attendance Policy
3. No Show Appointment Fee ($25.00)

Excessive absences, cancelations, and late arrivals interrupt the plan of care, which is designed to maximize therapeutic benefit to the patient. The patient is ultimately unable to receive the full benefit that comes from consistent therapy appointments.

All patients are required to provide at least a 24-hour notice of cancelation. Excessive cancelations and/or excessive failed appointments (i.e., no-show) consisting of three or more sessions will result in a missed appointment fee of $25.00 billed directly to the patient, not the insurer. In addition, the Rehabilitation Services Department reserves the right to discontinue services if the patient is unable to adhere to these policies.

Please review the handouts attached outlining the Rehabilitation Services policies. Should you have any questions or concerns, please speak directly to the Rehabilitation Services Office Manager and/or the Director.

Regards,

[Signature]

Beauregard Memorial Hospital
Rehabilitation Services Department
Phone: 337-462-7320
Fax: 337-462-7385
Patient Partnership Plan

Dear Patient,

Welcome to our clinic. We intend to provide you with the care and service that you expect and deserve. Achieving your best possible therapeutic outcome requires a "partnership" between you, your physician, and your clinician. As our "partner in health," we ask you to help us in the following ways:

Schedule Visits as Recommended by Your Physician and Therapist's Plan of Care

I understand that my clinician/therapist will explain to me my treatment plan in detail. I will schedule the visits pertaining to diagnostic tests and treatments as recommended by both my referring physician and treating clinician/therapist. I understand that by following the treatment plan as outlined, it will enable me to obtain the highest level possible of functionality and overall outcome.

Keep Follow-up Appointments and Reschedule Missed Appointments

I understand that my clinician/therapist will want to know how my condition progresses after I leave the office. Returning to my appointments on time gives the clinician/therapist the chance to check my condition and my response to treatment. During a follow-up appointment, my clinician/therapist might order tests, refer me to a specialist, modify treatment plans, and assess progress of current treatment plans. If I miss an appointment and don’t reschedule, I run the risk that my clinician/therapist will not be able to complete my treatment as outlined. This may put my overall outcome at risk as well as preventing overall progress. I will make every effort to reschedule missed appointments as soon as possible. I understand that I may be charged a fee of $25.00 for an appointment missed without a 24-hour advance notice. I understand that multiple missed appointments (i.e., approximately 3 missed appointments) could result in my dismissal from care.

Inform My Clinician/Therapist if I Decide NOT to Follow His / Her Recommended Treatment Plan

I understand that after the initial assessment, my clinician/therapist may make certain recommendations based on what he or she feels is best for my condition. This might include but is not limited to referring me to a specialist, completing further diagnostic testing, developing a treatment plan, or even asking me to return to the office within a certain period of time. I understand that not following my treatment plan can have serious negative effects on my overall outcome. I will let my clinician/therapist know whenever I decide not to follow his or her recommendations so that he or she may fully inform me of any risks associated with my decision to delay or refuse treatment.

Thank you for your partnership. As our patient, you have the right to be informed about your health care. We invite you, at any time, to ask questions, report symptoms, or discuss any concerns you may have. If you need more information about your health or condition, please ask.

____________________________________  ______________  _______________________
Patient's Signature                      Date                        Therapist's Signature

Beauregard Memorial Hospital
Rehabilitation Services:
Physical Therapy, Occupational Therapy, Speech Therapy
In an effort to provide quality therapy services to our patients at the Beauregard Memorial Hospital Rehabilitation Services Department, we believe that keeping appointments and arriving to those appointments in a timely fashion are essential to the progress of each patient.

The therapy treatment plan is an agreement between several parties: patients, caregivers, therapists, and physicians. Excessive absences, cancelations, and late arrivals interrupt the plan of care, which is designed to maximize therapeutic benefit to the patient. Furthermore, the integrity of the plan of care is compromised. Thus, the patient is unable to receive the full benefit that comes from consistent therapy appointments.

According to the attendance and cancelation policies adopted by the Beauregard Memorial Hospital Rehabilitation Services Department, all patients are required to provide at least a 24 hour notice of cancelation.

We understand that emergencies arise. However, late cancellations (i.e., less than 24 hour notice); excessive cancellations and/or excessive failed appointments (i.e., three or more consecutive sessions); in addition to late arrivals are not only disruptive to our schedule but also disruptive to the patient’s treatment plan.

Scheduling time for appointments and procedures takes great planning and coordination between both patients and therapists. Since the schedule is often carefully planned to avoid delays and get patients taken care of as quickly as possible, it is important that you adhere to the schedule as arranged.

If a patient is unable to adhere to the policies noted above, the Beauregard Memorial Hospital Rehabilitation Services Department reserves to right to discontinue services.

Regards,

Beauregard Memorial Hospital
Rehabilitation Services
Phone: (337) 462-7320
Fax: (337) 462-7385

Beauregard Memorial Hospital
Rehabilitation Services:
Physical Therapy, Occupational Therapy, Speech Therapy
Dear Patients,

It is important to us that each patient feels successful as they participate in his/her therapy program at Beauregard Memorial Hospital. It is our goal to provide the best possible therapy experience for our patients.

Therefore, should the patient become sick before his/her next scheduled appointment, please call to reschedule the therapy appointment.

A patient who is sick will not be able to perform to his/her fullest potential in addition to possibly spreading the illness to other patients and/or staff members.

**If the patient is experiencing one or more of the following symptoms, please call to reschedule the appointment:**

1. Common cold, runny nose, and/or coughing
2. Conjunctivitis (i.e., Pink Eye)
3. Fever in the past 24 hours
4. Vomiting in the past 24 hours
5. Diarrhea in the past 24 hours
6. Chills
7. Sore throat
8. Strep throat (must have been taking an antibiotic for at least 24 hours before returning).
9. Rashes
10. Head lice-unless they have been treated
11. Other infectious conditions

Please note that it is up to the discretion of the rehab staff to reschedule an appointment should the therapist observe any one of the symptoms noted above.

These recommendations are meant to serve the best interests for our patients and staff. Thank you for your cooperation and understanding.

Regards,

Beauregard Memorial Hospital
Rehabilitation Services Department
Phone: 337-462-7320
Fax: 337-462-7385
Beauregard Memorial Hospital
Rehabilitation Services:
Physical Therapy, Occupational Therapy, Speech Therapy

NO-SHOW POLICY

I. Reference:

This policy outlines the measures required to ensure timely cancellations of outpatient rehabilitation procedures including but not limited to physical therapy assessments, occupational therapy assessments, speech-language pathology assessments, and modified barium swallow studies.

II. Purpose:

The purpose of outlining measures to ensure timely cancellations is to provide the best practice, care, and service to our patients. In an effort to provide quality services to our patients at Beauregard Memorial Hospital Rehabilitation Services Department, keeping appointments and arriving to those appointments in a timely fashion are essential to the progress of each patient and the flow of the outpatient schedule.

III. Objective:

The Department of Rehabilitation Services will comply with all hospital policies outlining patient scheduling.

IV. Process:

A. In order to provide the best care and service to our patients, the Beauregard Memorial Hospital Rehabilitation Services Department asks that patients notify the department 24 hours in advance to cancel and/or reschedule appointments.

B. Failure to cancel and/or reschedule appointments within 24 hours could result in a missed appointment fee of $25.00 billed directly to the patient, not the insurer.

C. Cancelling appointments in a timely manner allows other patients, who may be waiting to schedule, to use the available appointment time.

D. Patients who have 2 no show visits will receive a warning letter that any additional no show appointments will result in their dismissal from the clinic.

E. After 3 missed appointments (failure to show or call), the patient may be discharged from care as a direct result of being "noncompliant to treatment" and the patient’s physician will be notified.

F. Patients who wish to request an exception (for extenuating circumstances) will be directed to speak to the Director of Rehabilitation who will make the final decision on a waiver of the no show fee. The Beauregard Memorial Hospital Rehabilitation Services Department realizes that on occasion, circumstances change at the last minute, and the clinic will allow for extenuating circumstances.

G. The Beauregard Memorial Hospital Rehabilitation Services Department values our patient/clinician relationship and will do everything one can to accommodate the patient.
communication and compliance are very much appreciated and will help the clinic better service the patient in achieving a positive outcome.