



## ***Welcome to the Hand Therapy & Occupational Fitness Center***

*We appreciate that you have chosen us to help you recover from your injury.*

*Our staff is committed to providing caring and professional services. If you have any questions, concerns or feedback, please do not hesitate to let us know.*

### **Hours**

Monday through Thursday 8:00 AM - 5:00 PM    Friday 8:00 AM - 4:00 PM  
Closed for lunch from 12:00 PM - 1:00 PM

Our last appointment is scheduled at 4:00 PM. If you are working or have other time obligations, please schedule 1-2 weeks ahead of time so that we can ensure that you get the appointment times that you need.

### **Cancellations**

If you are unable to attend a scheduled appointment, please be courteous and let us know as soon as possible, preferably 24 hours in advance. This allows us time to reschedule your appointment time with someone who may be on a waiting list. We do understand that emergencies can occur. Also, if you are ill, we request that you cancel your appointment and stay home to recover. In the event of multiple cancellations, or if you fail to attend an appointment without cancellation, you will be subject to a No Show Fee.

### **Hand Washing**

Our policy is to wash our hands before each patient contact. Please do not hesitate to remind us of this before we sit down to work with you. We also ask that you help us prevent any spread of germs by washing your hands both before and after treatment.

### **Cell Phone Use**

While we do not mind if you need to make a necessary call, please keep cell phone use to a minimum.

### **Pets**

Although we all enjoy pets, health regulations require that we keep animals outside of the clinic.

### **Payments & Billing**

Payment of co-pays, co-insurance, and deductible is due at the time of service. We will do our best to advise you of what your anticipated cost of service will be. However, we cannot guarantee payment by insurance. If you have billing questions and concerns that we are unable to answer, we will be happy to provide you with contact information for our billing service. Please be aware that our corporate name (Hand Health Resources, Inc) may appear on billing correspondence rather than the clinic name (Hand Therapy & Occupational Fitness Center). Our clinic does not accept liens under any circumstances.

We are an independent, therapist-owned clinic. Although a number of physicians refer to us, we do not have a business or financial relationship with any doctor's office. If you have billing questions or concerns for your physician or regarding a surgery, please contact the appropriate office.