

Welcome to Northfield Hospital and Clinics Rehabilitation Services. We appreciate and value your business. Our goal is to provide you with the best professional rehabilitation service possible. To ensure we meet this goal, please take a moment to read through the following information and sign/date the form.

1. A current provider's order for treatment (**within 90 days**) is required to receive an evaluation and subsequent treatment by our therapists.
2. Patients are responsible for understanding their individual health insurance coverage for services provided, as well as any out of pocket expenses.
3. **An adult must accompany any client under the age of 18** on his/her first visit to our clinic to sign consent for treatment and other required forms.
4. To insure safety to patients and families, children are **not advised to accompany patients** to therapy appointments. If a child does accompany an adult, the child **must stay with the adult at all times** with the adult assuming responsibility for their supervision. Children are never allowed on any equipment unless they are here as a patient themselves.
5. **Pets** are not allowed in our clinics at any time except for certified service, per the American's Disability Act.
6. It is our goal to maintain continuity of care during your course of treatment and limit the number of therapists that you will be seeing. Due to occasional unforeseen situations, you may receive treatment from a therapist different from your primary therapist. You will be notified prior to your scheduled appointment of this change and have the option to cancel/reschedule your appointment if you so choose.
7. If you are unable to make your scheduled appointment, we ask that you please call our receptionists **24 hours in advance** of your scheduled time at 507-646-8800 (Northfield Rehabilitation Services) or 952-985-2020 (Lakeville Rehabilitation Services) so that we may cancel your appointment and open our schedules for other clients.
8. If you **do not show for an appointment** and have not called our receptionist, we will attempt to call you to verify that you intend to continue your treatment. **NOTE:** if you miss three (3) appointments without notification, you will be discharged from therapy services.
9. If you arrive **late for an appointment**, it may be necessary for us to alter your treatment regimen and length of time for the appointment. If you arrive more than 15 minutes late, your appointment may need to be cancelled.
10. A student intern may be involved in your evaluation and treatment. Your plan of care will be under the direct guidance of the supervising therapist. If you prefer not to work with a student intern, it is your responsibility to notify the Front Desk staff at check in.
11. **Bill of Rights are available/posted on wall.**

I have read, understand and agree to the above information.

Patient Signature

Date