



### **OUR PROMISE TO YOU**

We promise to listen to the issues you are having and how they are affecting your life. We will clearly explain why you are having these issues and how we will help you resolve them so you can Get Back to Living Life!

IF at the end of your Initial Evaluation, you don't feel we've fulfilled our promise to you, there will be no charge to you or your insurance company

\*\*\* Our Guarantee Applies Specifically to Your Initial Evaluation (first appointment with your Physical Therapist). If you do not feel we fulfilled our promise to you, you must let your evaluating therapist know BEFORE you leave our office in order to avoid charges to you or your insurance company

\*\*\* Once Your Initial Evaluation is complete and you have started into a plan of care, all visits will be billed to you or your insurance company depending on your individual insurance benefits

\*\*\* If you have an issue or concern about any appointments after your initial evaluation, please discuss your concerns with your evaluating therapist and they will work to resolve any concerns

\*\*\* Our goal is to provide the highest quality of care to you and to help you get back to doing what you need, want and love to do. We want to be YOUR PHYSICAL THERAPIST for life - we are just an email or phone call away any time you need us!

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_