



Progressive Therapy Solutions, LLC
1105 Independence Dr.
West Plains, MO. 65775
417-372-8090

Welcome to Our Office

We are pleased that you have chosen Progressive Therapy Solutions, LLC for your outpatient occupational therapy. This information answers some of the most commonly asked questions about our services. Feel free to ask any additional questions. We look forward to working with you to attain your goals.

Payment for services: As a courtesy to you, we will obtain authorization and bill your covered insurance company. Please note: All insurance co-pays and co-ins are expected at the time services are rendered. It is the patient's responsibility to know their insurance plan and coverage.

Regarding Appointment: Appointment times range from 45-90 minutes. Our facility remains very busy, especially the early morning and late afternoon appointments. It is important for you to attend your appointments regularly. Inconsistency in receiving your therapy treatments can adversely affect your progress and outcome. If you need to cancel your appointment, please call 24 hours prior to your appointment to allow us to provide services to other patients. There will be a \$25.00 cancellation fee for no shows or cancellations without 24-hour notice. Patients that consistently cancel or no-show appointments will be discharged from therapy and their doctor will be notified of the reason of discharged. Punctuality is appreciated so you can receive the maximum benefit from your appointment. Our staff does their best to be on time.

Worker Compensation Patients Only: Please note that this office will notify your Workman's Compensation Insurance Adjuster of non-compliance after missed appointments.

Reposts to Physicians: We send a summary of your initial visit to your doctor. Please let us know 5-7 days in advance of future doctor appointments so we can send a letter informing them of your progress. Your written consent will be required to release medical records to anyone other than your physician and insurance company.

Hours of Operations: 8:00 am – 6:00 pm Monday – Friday

Team Approach: Your program and the services provided may change in response to your progress and needs. It is important that you do your home exercise program to improve your rate of progress. We look forward to working with you.

I will allow Progressive Therapy Solutions, LLC to use my testimonials. Yes ___ NO ___

I will allow Progressive Therapy Solutions, LLC to use my photos for publication. Yes ___ NO ___

I have received a copy of the Outpatient Guidelines and Privacy Practice HIPPA form, and I consent to treatment by the Progressive Therapy Solutions, LLC staff.

Signature: _____ **Parent or Guardian:** _____

Date: _____