

GENESYS
THERAPY SERVICES
An Affiliate of Genesys Regional Medical Center

POLICIES AND PROCEDURES

Your therapy program will be designed to meet your individual needs with the goal of obtaining your HIGHEST functional potential. To meet this goal and to provide a safe environment, we ask that you review and abide by the following policies and procedures

ABSENCE: If you are unable to attend your scheduled treatment session, you must call in EACH DAY that you are unable to attend. Please call PRIOR to your scheduled appointment. NOTE: When you reach the voice mail, please leave your full name and the name of your assigned therapist so that the message will reach the correct party. Failure to call or give adequate notice for missed appointments can result in termination from your prescribed program. Your therapy program will be designed in such a manner that each day's progress builds upon the previous day. If you do not attend therapy in a consistent manner, you will reduce the chances of a successful rehabilitation. Therefore, it is our policy to discharge patients from therapy following two (2) fail to show appointments (these are missed appointments for which we were not provided adequate notice of your absence). We do ask that your physician provide an excuse and release to return to treatment following excessive absences due to illness. It is our policy that patients attending therapy do not use the handicap accessible parking spaces in the parking lot, unless they have a handicapped-parking sticker. **PAIN IS NOT AN ACCEPTABLE EXCUSE FOR ABSENCE.** Pain is the reason that you are attending therapy, and cannot be addressed if you are not in regular attendance.

CLOTHING AND OTHER PERSONAL ITEMS: Comfortable, loose fitting clothing is recommended (i.e., sweatpants, shorts, t-shirts, and tennis shoes or soft-soled shoes). Please remember that this is a medical care facility and not a health spa. The following would be considered inappropriate: dress shirts, dress pants, jeans of any type, midriff or see-through tops, and short-shorts. Towels are not provided and may be brought from home if needed.

SMOKING AND SUBSTANCE USE: In compliance with the Michigan Clean Indoor Air Act, part 106 of the health code, SMOKING IN ANY PART OF THE BUILDING IS PROHIBITED. Consumption of alcohol and illicit drug use are not permitted 24 hours prior to your therapy appointment. If your therapist suspects abuse of alcohol or drugs, your emergency contact will be called to transport you home from this facility.

EQUIPMENT: The equipment located in the therapy area should not be utilized without instructions from the clinical staff. Please report any faulty or damaged equipment to a staff member. *PLEASE DO NOT ATTEMPT TO REPAIR OR USE DAMAGED EQUIPMENT.*

If the information that we receive from you or your referring physician is incorrect, or requires pre-certification or authorization, **it is ultimately your responsibility to obtain and provide this.** While we will continue to assist you and submit all billing on your behalf to your insurance company (based on information provided by you), **any costs, including deductible and co-pay responsibility that are not covered by your insurance company will remain your responsibility.** I understand the statements above and that if any service provided by Genesys Therapy Services during my treatment is not a covered benefit, or payment is denied, I will be responsible for any balance or payment due.

Patient's Signature

Date

Witness (GTS Staff Member)

**PLEASE NOTE: Visitors and children are not allowed to attend your treatment program with you,
unless prior approval is obtained from your treatment team.**

FOR SAFETY REASONS, CHILDREN AND OTHER VISITORS ARE NOT PERMITTED TO USE THE EQUIPMENT AT ANY TIME.