

Dear Patient,

Welcome to AAMC Comprehensive Outpatient Rehabilitation Center! We are happy you have chosen our facility for your treatment. You will find the therapists here to be excellent practitioners dedicated to helping you improve your quality of life. To achieve that goal, we ask that you be active participants in your own care. Therapy does not stop at the clinic door, and in order to achieve maximum results you must continue your program at home as the therapist recommends.

It is imperative that, as much as you are able, you come to all of your appointments. We ask you to **kindly give us at least 24 hours notice if you need to cancel**. If we know you are not able to come, we will be able to use that time slot to schedule another patient treatment providing we have sufficient advance notice. Please arrive on time for your appointments. If you are late, the therapist may not be able to see you. Our schedule is very full; therefore **if you miss 3 appointments without canceling, you will be discharged from services**.

Usually, a schedule of follow-up visits for treatment is made after your initial evaluation. We schedule 4 to 6 weeks in advance. A print-out of your schedule will be provided to you by the front desk staff. If you should need to continue treatment beyond the initial set of follow-up appointments scheduled, **we ask that you come to the front desk or call us to schedule additional visits two weeks prior to completion of your appointments**. Due to current volumes, this is necessary to insure that there will be appointments available without a break in your treatment. This is especially important if you are only able to come at certain times of the day and your schedule is not flexible.

If your insurance company instructs us to collect a co-pay, payment is expected at each visit.

After reading this letter, please sign where indicated at the bottom to verify that you have read and understand our policies and procedures. We will give you a copy of this letter as well for your reference. Thank you!

Sincerely,

The Rehabilitation Staff of
AAMC Comprehensive Outpatient Rehabilitation Center
443-481-1140

I have read and understood the policies and procedures written above:

Patient Signature _____ Date _____