



Providing services in:
Physical Therapy
Occupational Therapy
Speech/Language Pathology
Aquatic Therapy
Special Therapy Programs

PATIENT SERVICE AGREEMENT

Name of Patient: _____ **DOB:** _____

1. Our fees for services are billed on a monthly basis. The initial statement will contain a complete itemization of charges and will reflect payments to date. All charges are due and payable within 30 days of receipt. A finance charge of 1.5% per month (18% annually) will accrue on accounts 60 days or older.
2. It is the patient/parent(s)/guardian responsibility to inform Family Achievement Center, Inc. of any and all changes in insurance information, including group policy number, identification number, phone numbers, address, etc. as soon as possible. Failure to do this could result in total patient responsibility for charges incurred.
3. An agreement has been made between therapist and patient/parent(s)/legal guardian regarding the frequency of therapy. This frequency has been determined to be most beneficial in order to maximize the therapeutic effect of treatment. Cancellations will compromise progress. Also, cancelled appointment times can be given to waiting patients. When the need arises to cancel an appointment, we request notification as soon as possible, but no later than 9am the day of the appointment. We reserve the right to revise your appointment schedule, not allow advance scheduling of appointments, change your treatment frequency, or discharge you from therapy, for frequent appointment cancellations, or when cancellation notice has not been given.
4. It is very important for the patient to be present when their appointment is scheduled to begin. Please call us if the patient is going to be late. If the patient arrives more than 15 minutes late for the scheduled appointment time, the therapist reserves the right to cancel the entire treatment session, and the appointment will be considered a missed appointment. We reserve the right to revise your appointment schedule, not allow advance scheduling of appointments, change your treatment frequency, or discharge you from therapy, for frequently arriving late for your appointment.
5. It is a courtesy of Family Achievement Center to allow parents/legal guardians or caregivers to leave the premises during their child's appointment. However, it is very important be back on the premises 15 minutes before the patient's appointment is scheduled to end so the therapist can discuss treatment with the parent/legal guardian or caregiver. If Family Achievement Center notices chronic tardiness in picking up children, we will begin asking the parent/legal guardian or caregiver to stay during the patient's treatment. Furthermore, we reserve the right to charge a fee of \$2.00 for each minute the patient's parent/legal guardian or caregiver is tardy in picking up the patient following the end of a scheduled appointment.
6. Additionally, Family Achievement Center realizes the parent/legal guardian or caregiver's time is important, and it is our sincere intention to honor all appointment times. On occasion, a delay or emergency will occur. For this reason, we may need to delay or reschedule the patient's appointment. If this occurs, notification will be given as early as possible. To expedite this process, we ask the parent/legal guardian/caregiver to provide us with a daytime telephone number for notification purposes.
7. If an emergency should occur during treatment, the therapist should know how to contact the parent or guardian by telephone. We will call 911 if there is an emergency unless a certified copy of a Do Not Resuscitate (DNR) order has been given to Family Achievement Center, Inc.
8. Family Achievement Center provides the following additional Facility and Health-Related Services:
 - a. Family Achievement Center occasionally provides tours of the facility during treatment hours to prospective patients, vendors, physicians, employee candidates, and therapy students.
 - b. Family Achievement Center allows patient family members or caregivers to view evaluation or treatment sessions from Family Achievement Center's Conference Room. Family Achievement Center has video cameras in two treatment rooms; The Large Motor Room and the Evaluation Room.
 - c. Family Achievement Center, Inc. occasionally video graphs and/or audiotapes for the uses exclusively for treatment and care. These videos and/or audiotapes are solely used by the therapist, and will remain confidential. Videos will not be released for any other purpose without prior knowledge or specific consent.
 - d. Parents or caregivers have the opportunity to participate in the patient's evaluation or treatment session.
9. Any questions or problems with services provided through Family Achievement Center, Inc., should be directed to Tom Hoel, President of Family Achievement Center, Inc. We as providers will in no way retaliate because of a complaint.
10. Family Achievement Center, Inc. has the right to make modifications or deletions to this Service Agreement at any time, with or without notice.

Patient, Parent/Legal Guardian

Date

Family Achievement Center Representative

Date