Welcome to Rehabilitation Services at Hoag Hospital

Our staff would like to provide you with the best possible service so that together we can help you meet your goals. In order to make this the most positive experience for you that we can, please help us by reading and following the guidelines below:

**Appointments**

- **Please be on time** for your appointments. Late arrival will likely result in shortened treatment time.
- **Please call to cancel as early as possible** – 949-764-5624 Extension 55530, if you are unable to attend an appointment. Your early cancellation will allow us to reallocate this time to provide another patient access to medical care.
- Three cancellations may result in termination of services.
- Two consecutive “No shows” will result in termination of services.
- If you have a situation that makes it difficult for you to keep your scheduled appointment please let us know and we will make every effort to accommodate your schedule.
- If you are hospitalized, any remaining appointments will be cancelled. You will need a new prescription (and authorization if needed) from your doctor to continue. Please call Rehab Services to reschedule after you have obtained these.
- Please check in at the front desk in the main lobby every time. The office staff will notify the therapist of your arrival.
- After checking in, have a seat in the lobby area closest to the Rehabilitation Services gym. Your therapist will come get you at your appointment time.
- Please notify the front office staff if it is past your appointment time and the therapist has not come out to greet you.
- Therapy appointments are usually 30-40 minutes in duration.

**Insurance Benefits**

- It is **each patient’s responsibility to inquire about his or her own specific insurance benefits**. If you have questions regarding your coverage contact your employer's benefits department or your insurance company.

**Therapy**

- Your therapist will determine your treatment plan and goals with you at the first visit. In conjunction with your physician, they will use their professional judgement to decide the frequency of your appointments and the specific therapy needed.
- Following your first appointment, sometimes there is a slight delay scheduling your subsequent appointments. In most cases your therapist will provide you with some information on activities/exercises to perform at home until your next appointment.
- Based on the number of therapy appointments offered by your insurance plan, you may not reach all of your goals while in therapy, but the ultimate goal is to ensure that you have the tools needed to continue your progress at home.
- You may be instructed in exercises and/or activities to do at home. You will achieve your goals more quickly if you perform these activities as directed by your therapist.
- Depending on your specific needs your total treatment time may be divided between individual time with your therapist, aide and/or supervised activity within the clinic.
- Due to days off or illness of staff, it may be necessary to assign you to another therapist. The information concerning your treatment will be in your chart for the therapist who is treating you.
- Please wear clothes to therapy appointments specific to your needs.

**Other**

- Patient parking is available around the building and in the parking structure. There are multiple handicapped spaces. The first floor of the parking structure usually has many open spaces throughout the day.
- Space is limited in the department. Please have family members/caregivers wait in the lobby. The therapist will have them be present during the treatment when information needs to be shared or when questions arise.

I have read and understand the above information.

___________________________  ____________________
Signature                  Date