



PERFORMANCE
physical therapy and wellness

POLICIES

OUR MISSION

At Performance our motto is We Care From The Core, We Sweat The Small Stuff, and We Are Teachers And Scholars! At Performance we want your experience with us to be a positive one. Should you have any concerns about your care or just want to let us know how we are doing PLEASE do not hesitate to let our management team know!

CHECK IN

Please arrive at least 10 to 15 minutes prior to your scheduled appointment time. Check in at the reception desk, and have a seat in the waiting area.

LOCKERS/SHOWERS

Lockers are available for you to use during your appointment. Showers are available at most locations.

TOWELS

Towels are available for showering. We ask that you leave them in the laundry bin in the locker room when you are finished.

APPOINTMENTS

Get into a routine! Patient's who come the suggested frequency recommended by their therapists tend to see the best/quickest results. Please schedule your therapy appointments well in advance so you can get the appointment times that work best for your schedule, we can always remove unneeded appointments.

LATE ARRIVALS

If you are running late for your appointment, please call our office to notify your therapist. We will do our best to accommodate you. Performance Physical Therapy reserves the right to cancel the appointment and charge a cancellation fee if a patient is more than 15 minutes late for an appointment.

CANCELLATIONS

Please call our office to cancel any appointment 24 hours prior to your scheduled time. This allows someone else to utilize your time slot. There is a \$50 late cancellation or no show fee for all patients.

RESCHEDULING

A late cancel or missed appointment may be rescheduled TO AVOID THE CANCELLATION FEE if the appointment is rescheduled within the same week. Not keeping a rescheduled appointment will result in a cancellation fee.

PATIENT BILLING

We submit charges the same or next business day. We bill strictly on the amount of time you are here and services that are performed. Depending on your condition and treatment, charges may vary. Statements are mailed once a month and only after processing by your insurance carrier(s). Should you have any billing concerns/questions please contact us at 203-202-2703 or email us at billing@performance-pt.com. Monthly payment plans are available upon request and our billing staff will be happy to assist you.