



627 Norwich Salem Turnpike Unit 2  
Oakdale, Ct 06370  
Phone 860-222-0949

On behalf of the entire staff, we would like to welcome you to our clinic. We are pleased to have the opportunity to assist you with your physical therapy care. Our goal is to provide the highest quality and most up-to-date physical therapy treatments available in a professional and caring manner. We are committed to helping you attain your rehabilitation goals while striving to meet It is also our goal to provide you with outstanding service. We would like to review a few of the office policies with you.

We believe this will improve your understanding of how our office works, and will enable you to receive the maximum benefit from the physical therapy treatments you will receive.

Our office policies are as follows:

- Your appointment time begins at the time noted on the appointment card. Our goal is to get you in on time.
- Should you arrive past your appointment time, we will do everything we can to ensure you receive the maximum benefit from your program. If you arrive more than 20 minutes we will not be able to see you.
- It is important to the recovery process that you keep all of your scheduled appointments. should you need to reschedule please kindly give us a call. We do require a 24 hours notice for all cancellations. If you cancel last minute you will have a \$50.00 fee to pay prior to your next appointment.
- We will call and verify your insurance benefits as a courtesy to you. You should, however, be aware of any limitations or stipulations your insurance may have regarding physical therapy. We are not responsible for inaccurate or mistaken information from the insurance company regarding your benefits.
- We will send your doctor with a report of your progress at the time of your initial evaluation and any re-evaluations that are done during your treatment session.  
please notify us of your follow up appointment and any appointment changes that may occur so that we can prepare your report accordingly.

Whether you seek to resume pain free activities at home, work or play, we are confident you will find your experience at the office to be valuable in helping you reach your goals.

Thank you for choosing Whole Self Wellness Physical Therapy. Should you have any questions or comments, please do not hesitate to contact us directly.

Yours truly,

Kimberly Golden  
Physical Therapy Office Manager