



## **Cold Lake Physiotherapy Clinic**

Unit-C, 5412 55 St Cold Lake AB T9M 1R5

Phone: (780) 594-2083 Fax: (780) 594-2375

Email: [getbetter@coldlakephysio.com](mailto:getbetter@coldlakephysio.com)

### **Appointments:**

- Please be on time, sign in for each of your appointments and bring your appointment card
- We highly advise you book your appointments at the beginning of each week to get your desired time.
- Cancel your appointment if you are unable to attend, if you miss several appointments without reason, we may have to notify your physician or insurance company, WCB and you may be discharged
- Patients will be charged \$ 30 for each cancelled and missed appointments if you do not notify us at least 24 hours before your appointment time.

### **Clothing and attire:**

- Wear Clothing attire appropriate for treatment
- No perfumes, strong body odors, or excessive scents
- It is appreciated if all patients wear clean clothes & have proper hygiene.

### **Safety:**

- Children must be under adult supervisor and are not to play with any equipment
- Please notify your treating therapist of any change in your condition or anything you are unsure about
- Please call for assistance immediately if you are in any discomfort during your treatment
- If you have inhalers or nitro spray or other emergency medication, please have it with you at all times while in the clinic.

### **Food and Drinks:**

- No food or drinks are allowed beyond the waiting room area.

### **Telephone calls:**

- We kindly ask that you turn off or put you cell phones in silent mode to ensure a private and comfortable treatment environment.

### **Lost or Stolen Items:**

- We are not responsible for any items lost or stolen while attending our facility



## Cold Lake Physiotherapy Clinic

Unit-C, 5412 55 St Cold Lake AB T9M 1R5

Phone: (780) 594-2083 Fax: (780) 594-2375

Email: [getbetter@coldlakephysio.com](mailto:getbetter@coldlakephysio.com)

### Reports/Work Notes:

- A fee will be charged for reports and / or work notes. Please see our receptionist for further details.

### Work Injuries:

- If you are attending treatment as a result of a work injury, you must report your injury to the appropriate agencies. You are also responsible for providing our office with your claim number as soon as it is issued.

### Private Insurance Coverage:

- Please contact your policy administrator for details for reimbursement.

### Motor Vehicle Accident Injuries:

- If you are attending treatment as a result of a motor vehicle accident, you must provide our office with all the relevant information (claim number, adjustor name, etc.) for us to process your claim.

### Billing and Payment:

- It is your responsibility to pay the clinic for treatments received at the time of each visit.
- As a courtesy, the clinic may be able to bill your extended health benefit (where applicable) /MVA insurance/WCB directly. However, you are responsible for any portion of the bill that the insurance company or WCB does not pay or if direct billing is not available in your case.
- If the account is overdue by 3months, you are responsible for the bill and will be reimbursed by the clinic if the insurance company pays.
- Please be aware that if your claim is denied, you are responsible for any and all charges accrued for treatment.

---

Patient Signature

Date