

FACILITY POLICIES

Welcome to Positive PT! Do not hesitate to ask for assistance if you have any questions. Please read the following general information and guidelines.

1. **Paperwork:** All forms should be completed and signed before initial evaluation.
2. **Scheduling:** All patients are seen by appointment only. A physician's prescription is required for all patients prior to the first appointment. Prescription should specify physical therapy evaluation and treatment. Medical clearance for use of horse movement as a tool is necessary for any use of hippotherapy.
3. **Cancellations:** If you need to cancel an appointment, please notify us at least 24 hours prior to your scheduled time; rescheduling is an option. A \$35.00 fee will be charged for any no show. Payment is due prior to returning to therapy and a loss of appoint time can happen after 3 no shows.
4. **Therapy Format Sessions:** Length of session will be determined on an individual basis. As a general format, therapy sessions are scheduled in 30, 45, or 60 minute blocks. This includes time at the end for communication time with the family/caregivers and 5 minutes of documentation time.
5. **Session timing:** All patients are asked to arrive at the facility ten minutes before the start of their therapy session. Patients arriving more than 15 minutes after their appointment time may not be able to receive therapy, unless permission has been given.
6. **Observing Therapy:** We are happy to have the families and friends of patients observe treatment as long as it does not distract the patient. In order to keep the integrity of the session we ask that you do not interrupt or distract the patient during therapy.
7. **Safety:** All helmets must be ASTM-SEI approved and be dated within five years. Helmets owned by clients may be checked by a staff member and must meet these regulations. ASTM-SEI approved helmets are available at our facility for your use. Patients will be asked to wear a gait belt during hippotherapy sessions or during any balance challenging activity.
8. **Supervision of Children:** Other children may accompany parents to a therapy session. Parents are responsible for supervision at all times. Children may not be in the barn or on the playground without an adult. If the integrity of the session is being compromised by the presence of others, parents will be notified.



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9. **Payment Procedures:** Payment is due at each session; a superbill will be provided within one week. We recommend you contact your insurance prior to beginning physical therapy to gather information regarding reimbursement.

10. **Pets:** Due to our commitment to the safety of our patients and animals, no pets are allowed on the premises. You may pet our animals at your own risk. Please do not allow children to tease, touch, or feed the animals without adult supervision.

11. **Parking:** Please park on the gravel in front of the barn. Please be aware of the road traffic and keep children supervised at all times.