



101 Industrial Park Road, Suite #304, Taunton, MA 02780
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Dear Patient,

Welcome to our clinic. We are pleased that you have chosen us for your rehabilitation needs. Our goal is to provide you with the highest quality care in a clean and professional environment. Before you begin your therapy program, an evaluation will be performed to assess your individual needs. The evaluation will take approximately 60 minutes. It is important that you come to your evaluation at least 15 minutes early to complete necessary paperwork.

When you come for your evaluation, you should bring the following information:

1. Therapy prescription from physician
2. Insurance card
3. Co-pay (if applicable)
4. List of medications you are currently taking

Appointments

Patients are seen by appointment only. After your evaluation, schedule follow-up visits at our reception desk. It is critical that you are on time for your appointments. Being late may make it necessary to shorten your therapy session so it does not disrupt other patients' scheduled appointments.

Appropriate Attire

Please wear clothes suitable and comfortable to perform exercise. This includes shorts, sweats, athletic sweats and shirt. If you have a knee problem it is best to wear shorts so we can work on your knee, as needed.

Attendance Policy

It is very important that you attend all of your scheduled visits. If you cannot attend, we require that you call at least 24 hours in advance so that we can fill your scheduled slot with another patient.

Inconsistent Attendance

If you do not show for your regular appointments, or are inconsistent in attending therapy, you may be discharged from therapy. Your physician and/or case manager will be notified and you will not be able to return to therapy without a new physician order. Regular attendance and active participation in your therapy program is necessary for you to get the maximum benefit from our services. It is also important for you to have open communication with your therapist about the therapy being provided and any pain you might be experiencing so that therapy can be adjusted to meet your needs.

Complaints or Recommendations

We encourage open communication. If you have any complaints, concerns or recommendations, please ask to speak with one of our team members at the front desk. If you have any questions regarding our services, please call our office at: 508-824-1000. We look forward to working with you.

Sincerely,

The Joint Effort Physical Therapy Team