



Clinic Rules

Great Plains Therapy will institute the following clinic rules for all existing and new patients. Please read and study these rules. We will ask you to sign that you received and agree to abide by them.

1. All co-pays and co-insurance must be paid at the time of service. If you are unable to pay your co-pays or co-insurance due to financial difficulties, you may be eligible to have your co-pays or co-insurance waived. You will be required to fill out a "Financial Hardship" application in this case and it will be determined by the President if you are eligible.
2. You will be charged a \$10 fee if you cancel or ask to reschedule your appointment and do not provide 24 hour notice. This cannot be charged to your insurance. You are personally responsible for this charge and will be collected at your next appointment. This fee will be waived if your spot can be filled by another patient.
3. Patients who do not show up for their appointment and do not call to cancel will be charged \$20. This cannot be charged to your insurance. You are personally responsible for this charge and will be collected at your next appointment. Your appointment was reserved for you. We do have waiting list of patients and a "no-show" causes a significant loss of revenue for our facility.
4. If you have two "no shows" you will be discharged from Great Plains Therapy caseload and your physician, and if applicable, your case manager will be notified immediately. A "no show" is a missed appointment where the patient did not call to cancel.
5. If you cancel three appointments in a 4 week period, you will be discharged from Great Plains Therapy caseload and your physician, and if applicable, your case manager will be notified immediately. Reasons given for cancellations will be considered individually by the therapist on a case by case basis. If you cancel frequently, your care may be so inconsistent that your insurance company does not consider it "medically necessary" and will deny payment.
6. No children will be allowed in the treatment area at any time.
7. If you are more than 15 minutes late for your appointment according to the Great Plains Therapy clock, it may be considered a "no show" and you will be charged.
8. If your insurance information or address changes, you must provide Great Plains Therapy with the new information immediately. If you receive a new insurance card you must provide Great Plains Therapy with a copy of this at your next appointment.
9. It is every patient's right to privacy; please do not ask the staff about other patients.