



P T 0 3 7 5

Memorial Hospital

One Ingalls Drive, Harvey, Illinois 60426 (708) 333-2300

Patient Information Guidelines
Department of Outpatient Therapy Services
Physical, Speech and Occupational Therapy

The staff at Ingalls Outpatient Therapy Services Department is dedicated to providing you with high quality rehabilitation services. In order for us to provide you with the best possible care and support in achieving your rehabilitation goals, it is important to maintain your course of treatment by keeping your appointments. Therefore, we ask that you comply with the following conditions:

- Appointments are scheduled on a weekly basis. It is your responsibility to pick up your schedule or call to obtain your schedule for the following week.
- Appointments may not be at the same time/day each week.
- It is your responsibility, as the patient, to contact the Therapy Services Department at least 24 hours in advance if you wish to cancel, change or reschedule an appointment.
- Ingalls will assess a \$15 fee for the following reasons of cancellation:
 - Appointments that are cancelled less than 24 hours from the original scheduled appointment time.
 - Missed appointments.
 - Late arrivals that we are unable to accommodate.
- The \$15 fee is your responsibility as the patient and will not be covered by insurance. You will be expected to pay at your next scheduled appointment.
- Ingalls' guideline is to discharge patients after the third instance that he or she misses a scheduled appointment that is not cancelled or rescheduled with at least a 24 hour notice.

Flossmoor: (708) 915-8465

Harvey: (708) 915-5024

Tinley Park: (708) 915-7460

ICOR: (708) 862-5500

Crestwood: (708) 915-2727

I have read the above guidelines and understand my responsibilities.

Patient Signature: _____ Date _____

Therapist Printed Name: _____

Therapist Signature with credentials: _____ Date _____