



Todd Martin PT Jared Bailey PT Samantha Stollberg PT, GCS
Tom Meenzhuber PT John Hollinshead PT John Hinds PT
Karen Bailey PT Adrian Asencio OT R/L, CHT

OFFICE POLICIES AND PATIENT RESPONSIBILITY

- Treatment hours are Monday through Friday 7:00am to 6:00pm. We schedule our last appointments of the day at 5:00pm. Most days we are open through the lunch hour, however, there may be times we close.
- 4:00 and 5:00 appointment times are reserved for those patients who are working and cannot schedule earlier appointments.
- Co-payments are due at the time of service unless other arrangements have been made.
- Patients are brought in for treatment as their therapist becomes available. We do not necessarily bring patients in on a "first come first serve" basis.
- We understand that there may be rare instances when you have a good reason for being late, arriving late is unfair to your therapist and to the patient who has the appointment following yours. We will make an effort to complete some portion of your scheduled treatment plan. Repeated tardiness for appointments will result in a schedule change or counseling by your therapist.
- We ask that you do not arrive early for appointments due to the fact that our therapists are booked with appointments every hour of the day. You cannot arrive early assuming that they will be able to take you in for an appointment.
- If at all possible please try to give us 24-hour notice if you are unable to attend your scheduled appointment.
- If you have not shown for two consecutive appointments, without calling, we will automatically remove your name from further scheduled appointments.
- We ask that parents arrange for childcare while attending physical therapy treatments. We have limited room in gym areas and there are potential safety hazards for young children. If you are unable to arrange for childcare have your children wait in the front lobby or if older children please have them wait in your car. At no time are children allowed on the equipment. It is the responsibility of the patients to control their children and be sure they behave while at our facility.
- We respectfully request that you do not bring visitors to your visits. Because our treatment space is limited, visitors are a distraction to you and other patients.
- We respectfully request that you do not use a cell phone during your treatment this should be a time that is devoted to your rehabilitation without interruptions if at all possible.
- For workers compensation patients, if you frequently miss your appointments your doctor and/or case adjuster will be notified.
- To protect your identity we will request photo identification.

Santa Maria Valley Physical Therapy Group
NOTICE OF PATIENT INFORMATION PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED OR DISCLOSED AND HOW YOU CAN GET ACCESS TO INFORMATION. PLEASE REVIEW IT CAREFULLY.

SANTA MARIA VALLEY PHYSICAL THERAPY GROUP'S LEGAL DUTY

Santa Maria Valley Physical Therapy Group is required by law to protect the privacy of your personal health information, provide this notice about our information practices and follow the information practices that are described herein.

USES AND DISCLOSURES OF HEALTH INFORMATION

Santa Maria Valley Physical Therapy Group uses your personal health information primarily for treatment; obtaining payment for treatment; conducting internal administrative activities and evaluating the quality of care that we provide. For example, Santa Maria Valley Physical Therapy Group may use your personal health information to contact you to provide appointment reminders, or information about treatment alternatives or other health related benefits that could be of interest to you.

Santa Maria Valley Physical Therapy Group may also use or disclose your personal health information without prior authorization for public health purposes, for auditing purposes, for research studies and for emergencies. We also provide information when required by law.

In any other situation, Santa Maria Valley Physical Therapy Group policy is to obtain your written authorization before disclosing your personal health information. If you provide us with a written authorization to release your information for any reason, you may later revoke that authorization to stop future disclosures at any time.

Santa Maria Valley Physical Therapy Group may change its policy at any time. When changes are made, a new Notice of Information Practices will be posted in the waiting room and patient exam areas and will be provided to you on your next visit. You may also request an updated copy of our Notice of Information Practices at any time.

PATIENT'S INDIVIDUAL RIGHTS

You have the right to review or obtain a copy of your personal health information at any time. You have the right to request that we correct any inaccurate or incomplete information in your records. You also have the right to request a list of instances where we have disclosed your personal health information for reasons other than treatment, payment or other related administrative purposes.

You may also request in writing that we not use or disclose your personal health information for treatment, payment and administrative purposes except when specifically authorized by you, when required by law or in emergency circumstances. Santa Maria Valley Physical Therapy Group will consider all requests on a case by case basis, but the practice is not legally required to accept them.

CONCERNS AND COMPLAINTS

If you are concerned that Santa Maria Valley Physical Therapy Group may have violated your privacy rights or if you disagree with any decisions we have made regarding access or disclosure of your personal health information, please contact our practice manager at the address listed below. You may also send a written complaint to the US Department of Health and Human Services. For further information on Santa Maria Valley Physical Therapy Group health information practices or if you have a complaint, please contact the following person: Jared Bailey, PT

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