

AON PHYSICAL THERAPY AND WELLNESS PATIENT RESPONSIBILITIES

AON Physical Therapy and its staff wish to provide you with exceptional care. The goal of AON Physical Therapy and Wellness is to continuously exceed your expectations, and those of your referring physician. In order to achieve this goal, AON asks that you please adhere to the following guidelines:

- **Proper attire for Physical Therapy office visits includes shorts, T-shirts, and sneakers for lower back, hip, knee, ankle and foot patients. Neck, shoulder, and upper extremity patients should wear loose fitting short sleeved shirts. Wearing the proper attire will allow the clinical staff to furnish you with excellent care in a safe and comfortable manner. For your convenience AON PT and Wellness has changing rooms on site.**
- **Upon arrival for your office visit please do not enter the treatment area prior to signing in and checking with the front desk.**
- **Cell phone use inside the office is strictly prohibited except for emergency purposes.**
- **Please be on time for your office visit. Patients that are early or late place a strain on the clinic and potentially compromise the care of our other patients. If you can not be on time, please call to inform us of your situation. The office staff will make every effort possible to accommodate your scheduling needs. Failure to call will make meeting you needs significantly more difficult.**
- **If you must cancel and office visit please try to notify us no later than 24 hours in advance. AON reserves the right to charge patients for continuous no-shows or excessive cancellations of appointments.**
- **You must meet you co-payment or co-insurance obligation at the time of each visit. These fees are part of your contractual agreement with your insurance company. Please request a receipt as proof of payment.**

Thank You for choosing AON Physical Therapy needs. We hope that your experience is an enjoyable one. If you should have any feedback or suggestions please feel free to call or submit them in writing to:

Lee Day /Owner, AON Physical Therapy and Wellness
185 Route 312 Suite 301B
Brewster, New York 10509
(845)279-9288 PHONE

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Patient Signature