



Altitude Physical Therapy

2721 S 10th Ave., Ste 105
Caldwell, ID 83605
(208) 454-9839
(208) 454-0727 fax

130 S. Midland Blvd.
Nampa, ID 83686
(208) 461-5057
(208) 461-5210 fax

3151 E. Greenhurst Rd.
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(208) 465-9418
(208) 468-4043 fax

altitudept.com

Dear Patient,

The therapist-patient relationship requires both cooperation and mutual trust. We will strive to provide you with the best possible care, and ask that you participate in this effort to the best of your ability.

This patient handout was prepared to help you become better acquainted with the nature of our practice. If there's anything that you need additional clarification on, please don't hesitate to ask.

We have been helping patients with their recovery process since 2005 and it's our fundamental goal to provide 1-on-1 physical therapy sessions while delivering patient-specific, therapeutic movements and exercises.

As a small practice, we feel it's necessary to begin with several basic rules that will allow us to continue to provide quality care in a relaxed and supportive environment as a collaborative effort between patient and therapist..

- Our regular business hours are from 8:00am to 6:00pm Monday through Wednesday, 8:00am to 5:00pm on Thursday, and 8:00am to 1:00pm on Friday.
- If a payment is due, it's expected at the time of service.
- As a courtesy, our office will verify your insurance benefits, but ultimately it's your responsibility to know what your plan covers. Your insurance is a contract between you and your carrier. If you have any questions regarding your coverage, please contact your insurance company directly.
- At the end of your initial evaluation, we will schedule out your plan of care which is a prescribed treatment plan. Depending on your diagnosis and prognosis, your plan of care consists of what will be done to treat you and how long it will take. It is very important to follow this prescribed plan of care to gain the best results.



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About you...

Because we think it's important for you to have confidence in the care you receive and because it's both necessary and desirable that you participate in maintaining good health habits, we hope that you can assist us in the following:

- **Keep your appointments.** If you must cancel or reschedule, please let us know by 3:00pm the day before your appointment so that other patients may be scheduled. If the appointment falls on a Monday, you must call or text by 1:00pm the Friday before. After two (2) no-shows or two (2) late cancellations, all your future appointments will be cancelled and your name will be placed on a "Schedule Based on Availability" list. This will require you to call for an open appointment on the day you would like to receive treatment to see what appointments are available, if any.
- **Follow your therapists advice.** A physical therapist's treatment plan is only part of the program to keep you on the road to recovery. A prescribed plan of care along with therapeutic movements and exercises are always given for your benefit and your cooperation is essential.
- Ask questions whenever you don't understand your treatment or our advice. You are always welcome to ask for more details.
- Always be forthcoming with any issues you may have with the treatment you receive in our clinic. We are here to help and need your input whenever you have a problem.

Thank you for choosing Altitude Physical Therapy and we're looking forward to working with you and helping you achieve the results that will bring you less pain and opportunities to do more.

With Kind Regard,

Altitude Physical Therapy