

Account:

University of Wisconsin  
Rehabilitation Clinics  
6630 University Avenue  
Middleton, WI 53562  
608-263-8412 Phone  
608-263-5011 Fax

### OUTPATIENT ATTENDANCE

Our goal at University of Wisconsin Hospital & Clinics is to offer the best possible care to our patients. We want to work with you to make that happen. To best work as a health care team we need your cooperation on the following.

1. **Attendance:** We understand situations happen which make it impossible for you to keep a scheduled appointment. If this happens, please call us as soon as you know the appointment will be missed. The earlier you let us know, the more likely we can offer your scheduled appointment time to another patient. Please call us at 608-263-8412 so we can reschedule the appointment for a date and time that will work for you. Missing appointments decreases your success with therapy. If you miss three appointments, you may be discharged.

2. **Timeliness:** If you are more than 15 minutes late, we may ask you to reschedule your appointment.

3. **Insurance:** You will be responsible for visits and charges that your insurance company does not cover. Please contact the customer service department of your insurance company for accurate information regarding your physical occupational, and or speech therapy benefits.

I have read the above policy.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Dear Parents,

Welcome to Pediatric Rehabilitation Therapy Services at UW Health-Middleton. Our goal at University of Wisconsin Hospital & Clinics is to offer the best possible care to our patients. We want to work with you to make that happen. Here is some information you may want to know:

- **Illness:** In order to prevent the spread of illness, we ask that you do not bring children who have had a fever, diarrhea or have vomited within the past 24 hours. This also applies if they have flu or other contagious illness such as strep throat, measles, pertussis, lice, impetigo or pink eye. We appreciate your consideration of other families and staff.
- **Attendance:** We understand situations happen which make it impossible for you to keep a scheduled appointment. If this happens, please call us as soon as you know the appointment will be missed. The earlier you let us know, the more likely we can offer your scheduled appointment time to another patient. Please call us at 608-263-8410 so we can reschedule the appointment for a date and time that will work for you. Missing appointments decreases your success with therapy. If you miss three appointments, you may be discharged.
- **Timeliness:** It is important to be on-time to your appointments; please arrive 5 minutes early to allow for check-in. If you are more than 15 minutes late, we may ask you to reschedule your appointment.
- **Insurance:** You will be responsible for visits and charges that your insurance company does not cover. Please contact the customer service department of your insurance company for accurate information regarding your physical, occupational, and/or speech therapy benefits.
- **Scheduling:** To best balance access of appointments for all, we allow scheduling up to two (2) months in advance of today's date. This can be done in person at the desks here or on the telephone by calling 263-8410.
- Therapy sessions are typically about 25 or 50 minutes in length, allowing for transition time and set up/clean up.
- Determining whether parents are in therapy or in the waiting area is a decision your therapist will make with you. If you are not involved we request that a parent be in the building during therapy. If you leave the waiting room, please let the therapist know where you can be found and /or how to reach you.
- Parents are responsible for supervising their children in the waiting area at all times.

We look forward to working with you and your child. Please feel free to contact us with questions or concerns at 263-8410.