



Rehabilitation Services – Newport Beach (949) 764-5645  
 Rehabilitation Services – Irvine (949) 557-0630

**WELCOME TO REHABILITATION SERVICES AT HOAG HOSPITAL**

Our staff would like to provide you with the best possible service so that together we can help you meet your goals. In order to make this the most positive experience for you that we can, please help us by reading and following the guidelines below:

**APPOINTMENTS:**

- Please be on time for your appointments. Late arrival will likely result in shortened treatment time.
- If you are unable to attend an appointment please call to cancel as early as possible.
- Three cancellations may result in termination of services.
- Two consecutive "No shows" will result in termination of services.
- If you have a situation that makes it difficult for you to keep your scheduled appointment please let us know and we will make every effort to accommodate your schedule.
- If you are hospitalized, any remaining appointments will be cancelled. You will need a new prescription (and authorization if needed) from your doctor to continue. Please call Rehab Services to reschedule after you have obtained these.

**INSURANCE BENEFITS:**

- It is each patient's responsibility to inquire about his or her own specific insurance benefits. If you have questions regarding your coverage, please contact your employer's benefits department or your insurance company.

**THERAPY:**

- Your therapist will determine your treatment plan and goals with you at the first visit. In conjunction with your physician, they will use their professional judgment to decide the frequency of your appointments and the specific therapy needed.
- Based on the number of therapy appointments offered by your insurance plan, you may not reach all of your goals while in therapy, but the ultimate goal is to ensure that you have the tools needed to continue your progress at home.
- You may be instructed in exercises and/or activities to do at home. You will achieve your goals more quickly if you perform these activities as directed by your therapist.
- Depending on your specific needs, your total treatment time may be divided between individual time with your therapist, aide and/or supervised activity within the clinic.
- Due to days off or illness of staff, it may be necessary to assign you to another therapist. The information concerning your treatment will be in your chart for the therapist who is treating you.
- Space is limited in the department. Please have family members/caregivers wait in the lobby. The therapist will have them be present during the treatment when information needs to be shared or when questions arise.

**I have read and understand the above information.**

\_\_\_\_\_ A.M./P.M.  
 [Patient/Legal Representative] [Date] [Time]

\_\_\_\_\_ [Witness]  
 [If signed by other than patient, indicate relationship]

**REHABILITATION SERVICES AGREEMENT**  
 PS 4305 Rev 02/14/17



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