

# UW Medicine

SPORTS, SPINE &  
ORTHOPEDIC HEALTH

## UW Sports Medicine Center New Patient Information

*Welcome to UW Sports Medicine Center at Husky Stadium Physical Therapy! Please read through the below prior to your first appointment with us.*

**Insurance Coverage:** *If you have a commercial health insurance plan, our hospital-based billing will likely be applied to a deductible and coinsurance rather than an office co-pay. Your out-of-pocket expense will depend on your deductible amount and what has already been met.*

***In addition, please be aware that any Physical Therapy care you've received after January 1<sup>st</sup>, 2018 may count toward your yearly usage. Any appointments beyond the limit set by your insurance plan could be denied.***

**No Show and Late Cancellation Policy:** In an effort to respect Access to Care for all patients, our clinic has a no show and late cancellation policy.

- Patients who cancel their appointment less than 24 hours prior or miss their scheduled appointment without notice will be sent a letter recording the occurrence and notifying them of our policy.
- Three occurrences of late cancellations and no-shows may result in our clinic no longer providing health care for a patient.

**Child Policy:** It is our responsibility to ensure a safe environment for our patients and visitors.

- In the Physical Therapy clinic, children (less than 12 years of age) who are not patients are not permitted in the gym or evaluation areas
- If children accompany their parents to an appointment, a responsible adult other than the patient must be designated to supervise their child(ren) outside the physical therapy clinic while they receive care

**Elevator Hours:** If you are seeing us in the evening, some services may be different than during the day.

- Front desk staff will be leaving the clinic by 6pm after the last patient has been checked in
- Elevators will no longer travel down to the clinic level after 6:10pm (they will still operate from the clinic up to parking level)