



# Stanford

## HEALTH CARE

---

### STANFORD MEDICINE

#### Rehabilitation Services

Welcome and thank you for choosing Stanford Health Care for your rehabilitation care. This letter will explain our services.

#### **First Visit and Treatment Plan:**

You will be evaluated by one of our therapists at your first visit. After the evaluation, the goals and treatment plan will be discussed. The treatment plan will be sent to your physician for approval. A program to follow at home will be included as part of your treatment. It is important that you follow this program, either on your own or with the help of a caregiver. The home program will be changed when you reach your goals or when your improvement levels out. We will discuss the options of continuing your program in a community-based setting.

#### **Insurance Coverage:**

We do our best to be aware of your insurance coverage; however, it is your responsibility to know what your insurance will cover. You may need to pay a co-payment at the time of your appointment. You will also need to pay for any treatment which is not covered by your insurance company. Please know you are responsible for paying these fees.

#### **Cancellation policy:**

- Please contact us 24 hours in advance if you are unable to make your scheduled appointment. You can do this by calling our Call Center at 650.725.5106. We often have patients on a waiting list. If you cancel in a timely manner, we can then contact those patients to fill your slot.
- If you are late, please call our Call Center at 650.725.5106. We will try our best to fit you in, but your appointment may need to be cancelled and rescheduled for a future date.
- If you miss two appointments or cancel three appointments without 24 hour advance notice, within a 30 day period, therapy services may be discontinued and your physician notified. A new prescription may be required at that time.

#### **Communicating With Your Therapist:**

Communication with your therapist can be done online through MyHealth. Please let our receptionist know if you are interested in this option. You can also activate an account at <https://myhealth.stanfordhealthcare.org/>.

For more information on our rehabilitation services, please visit our website at: <https://stanfordhealthcare.org/medical-clinics/rehabilitation-services.html>