

Client Welcome Information

Welcome! Starting a new therapy is exciting, but it can also be filled with uncertainty and questions. Please read this for answers to your questions about what to expect as we start your journey toward moving, feeling and living better!

Before your first visit

- Print and complete the “New Client Packet” forms found under “Client Forms” at the top of the jennhanpt.com website homepage. **Bring** these forms with you to your appointment. You can also sign the forms at the office if you prefer.
- Drink extra water to be well hydrated, especially if you are coming for Fascial Stretch Therapy or Dry Needling. This is thirsty work and being hydrated will be very helpful in allowing your tissues to respond to the therapy.
- Dry Needling clients, be sure to review and bring the signed “Dry Needling Information and Consent” form.

What to wear

- Wear comfortable, loose and/or stretchy clothing that allows movement throughout your entire body. Shorts, leggings, sweat pants, or joggers on the bottom. T-shirt, cami, tank top, or sports bra on the top.
- Athletic shoes are a good idea.
- If you are having Dry Needling, make sure we have access to your skin.
- You may bring clothes to change into at the office.

Payment

- We are a private pay/fee for service practice and payment is due at the time of service. This allows you to receive great value for your time and money. Your therapy will always be one-on-one with a licensed Physical Therapist, comprehensive, customized for you and of the highest quality.
- Cash or check payments are preferred. Debit/credit cards are also accepted with a service fee added.
- We are not contracted providers with any insurance companies, including Medicare. By law we may provide wellness, fitness, and flexibility based treatments to Medicare beneficiaries.
- You will receive a detailed superbill that you can use if you choose to submit a claim for out-of-network reimbursement to a (non-Medicare) insurance company.

Reviews

- Your feedback about your experience is important to us! If you are not completely satisfied, we want to know about it and how we can better help you and improve our services.
- Reviews on social media are very appreciated. Google Maps is easy. Or send an email or letter and we will add it to our patient testimonials if you agree.

And, last but not least...

Cancellation and No-Show Policy

- Your appointment time has been reserved for you. Cancellations must be received 24 hours prior to the scheduled appointment to avoid a charge of up to the full amount of the service.
- Please call or text if you are running late so everyone's time can be optimized.

Please sign and date below to confirm that you have read, understood and agree with this document.

Client signature (or parent/guardian of minor)

Date