



## Welcome to Caldwell Therapy Center

This letter is designed to answer questions you may have regarding your care here at the Caldwell Therapy Center. Our physical therapists, occupational therapists and staff act as a team. We take great pride in our training, knowledge, and capabilities. We want you to know that we are dedicated to giving you quality care.

**OFFICE HOURS:** Office hours are 6 days per week, Monday through Saturday. Hours range between 7:00 a.m. to 7:00 p.m. depending on the day and our patient caseload. We will try to see you at your scheduled appointment time. We believe strongly in the value of your time and will do our best to keep you from having to wait. We ask your patience if we are delayed.

**CANCELLATION POLICY:** There will be no charge for therapy if you cancel at least 24 hours before your scheduled appointment. Our answering machine will record information whenever the office is closed. You are allowed two cancellations less than 24 hours prior to a scheduled therapy session; thereafter a \$50 cancellation fee will be charged to your account. (Your insurance will not cover this charge.) All cancellation charges must be paid prior to your next treatment session.

**TELEPHONE CALLS:** Our telephones are covered at all times by our staff or our answering machine. If we are not available to come to the phone in person, please leave a message and we will return your call as soon as possible. The telephone number for the Orthopedic office is 973-575-7576 and the telephone number for the Pediatric office is 973-575-3321.

**FEES AND PAYMENT:** Payment is expected at the time of each treatment session. If we have to bill you for missed co-payments there will be a \$10 surcharge added to each invoice.

**INSURANCE:** If you have insurance coverage please understand that this is an agreement between you and your insurance company. You are responsible for the payment of your bill regardless of the status of your insurance claim. We will be glad to help you in submitting your claim for prompt reimbursement.

The best care is based on a friendly and mutual understanding between staff, therapists and patients. If any problems or questions arise, please do not hesitate to bring them to our attention immediately. Again, thank you for calling the Caldwell Therapy Center. We look forward to helping you.

Anthony DeAnnunzio,  
Office Manager

Office: (973) 575-7576 Fax: (973) 575-7985 Address: 700 PASSAIC AVENUE, WEST CALDWELL, NJ 07006