

Dear Patients: In order to fairly and effectively manage the scheduling of your appointments, please review and comply with the following policies. We hope you understand our need to implement these policies. When we are notified of a patient's inability to come in for an appointment, we can offer that time to another patient who may have an immediate need to be seen or is on a waiting list.

Cancellations: MSU Rehabilitation requires at least a 24-hour notice from the patients who find it necessary to cancel a scheduled appointment with one of our Physicians or Therapists. Appointments that are not cancelled 24 hours in advance will be billed \$25.00, unless immediate circumstances preclude the communication (sick child, family emergency, etc.). If you cancel and/or do not show for more than three appointments in a row, it is within the provider's discretion that you may be discharged from services.

No Shows: Patients with poor attendance of scheduled appointments may have services discontinued by their MSU Rehabilitation Physician or Therapist. Your referring physician will be notified.

Nondiscrimination Policy: It is the policy of the Michigan State University Rehabilitation to provide services to all persons without regard to race, sexual orientation, color, national origin, handicap, or age in compliance with 45 CFR Parts 80, 84, and 91 respectively. The same requirements are applied to all and there is no distinction in eligibility for or in the manner of providing services. All services are available without distinction to all program participants regardless of race, sexual orientation, color, national origin, handicap, or age. Mary Thiel is the person designated to coordinate compliance with Section 504 of the Rehabilitation Act of 1973 (nondiscrimination against the handicapped). She may be reached at (517) 355-7648.

If you have any questions regarding these policies, please contact our facility Administrator, Mary Thiel.

Thank you for your cooperation,

Clinic Physicians, Therapists, and Staff.

The Michigan State University Rehabilitation