

UWMC Physical and Occupational/Hand Therapy at Eastside Specialty Center New Patient Information

Welcome to UW Medical Center, Eastside Specialty Center! Please read through the information below before 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. When you are checking your benefits, it's important that you tell your insurance representative that this is a hospital-based clinic. We strongly encourage you to check your therapy coverage through your insurance.*

In addition, please be aware that any Physical or Occupational Therapy care you've received after January 1st, 2018 may count toward your yearly usage. Any appointments beyond the limit set by your insurance plan could be denied. Typically, coverage is given/authorized by number of visits or number of dollars.

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 being able to provide therapy services for a patient.

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

- In the Physical and Occupational/Hand Therapy area, children (less than 12 years of age) who are not patients are not permitted.
- 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 Eastside Specialty Center Therapy clinic while they receive care.

We welcome your questions about any of the above information as well as any of the services offered here. We are very happy to work with you in helping you achieve your goals.

206.598.3446