

## Welcome to Provenance Rehabilitation!

Thank you for entrusting us with your physical therapy needs. One of our main priorities is to provide a setting that is comfortable to you. Our goal for your first visit is for you to leave with a sense of hope and optimism about your condition and the plan of care that we establish with you.

We look forward to having you as a client.

### What makes Provenance Rehabilitation unique?

- All patients receiving treatment at Provenance Rehabilitation have some form of pelvic pain and/or dysfunction (incontinence, organ prolapse, painful intercourse, or pregnancy-related conditions).
- Our therapists are thoroughly trained with over 25 years of experience, capable of providing the service and care that you need.
- We treat both women and men who are experiencing pelvic-related issues.
- Our patients are referred from health care providers from all over Georgia, the Mayo Clinic in Florida, and from specialists in other states. We also have a large percentage of patients who refer themselves after finding us on the internet.
- Treatment always combines education about the condition, manual therapy, exercises, and home program instruction.
- One patient is seen at a time in a private room rather than an open setting. Our facilities have a strong focus on patient privacy and professionalism.
- We have a Facebook & Instagram page along with our website where we post articles about pelvic health conditions and patient stories that are relevant to our practice.



**Alpharetta Office**  
5530 Windward Pkwy #350  
Alpharetta, GA 30004

**Cumming Office**  
540 Lake Center Pkwy #107  
Cumming, GA 30040

(678) 819-8720, (678) 819-8721 (fax)

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Patient's Name: \_\_\_\_\_ DOB: \_\_\_\_\_ Age: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Referred by: \_\_\_\_\_ Phone: \_\_\_\_\_

Other providers involved in the condition:

\_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ Phone: \_\_\_\_\_

Brief Description of Condition or Diagnosis: \_\_\_\_\_

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The fees have been discussed with me, and I understand that I am to pay for physical therapy services provided at the conclusion of each visit unless other arrangements have been agreed upon. I understand that it is my responsibility to find out about my insurance policy's out-of-network reimbursement for PT services. I will be provided a superbill that includes all necessary information for me to send to my insurance company for potential reimbursement.

Patient's printed name \_\_\_\_\_

Patient's signature \_\_\_\_\_ Date \_\_\_\_\_

## **Cancellation & No-Show Policy**

We strive to schedule all appointments as efficiently as possible in order to have adequate time with each of our patients. We request that you notify our office immediately once you realize you will not be able to keep your appointment or if you may be late for any reason.

If you need to cancel or reschedule your appointment, we ask that you please do so at least **24 hours before your scheduled office visit to avoid paying a \$75.00 fee.**

We will ask you to provide a credit card number over the phone for us to use for collection of the cancellation fee if ever needed. Your credit card information will be stored safely in our electronic documentation system (not on paper).

**Our policy is to charge \$150.00 on the day of your reserved appointment if we are not given sufficient notification of cancellation or request to reschedule that appointment.** Please understand that this policy is strictly enforced in our efforts to accommodate patients who are on a waiting list to receive our services.

***We will always alert you before charging any fee to your card.***

Thank you very much for your attention to this matter. Please sign below that you have read and understand our cancellation and no-show policy:

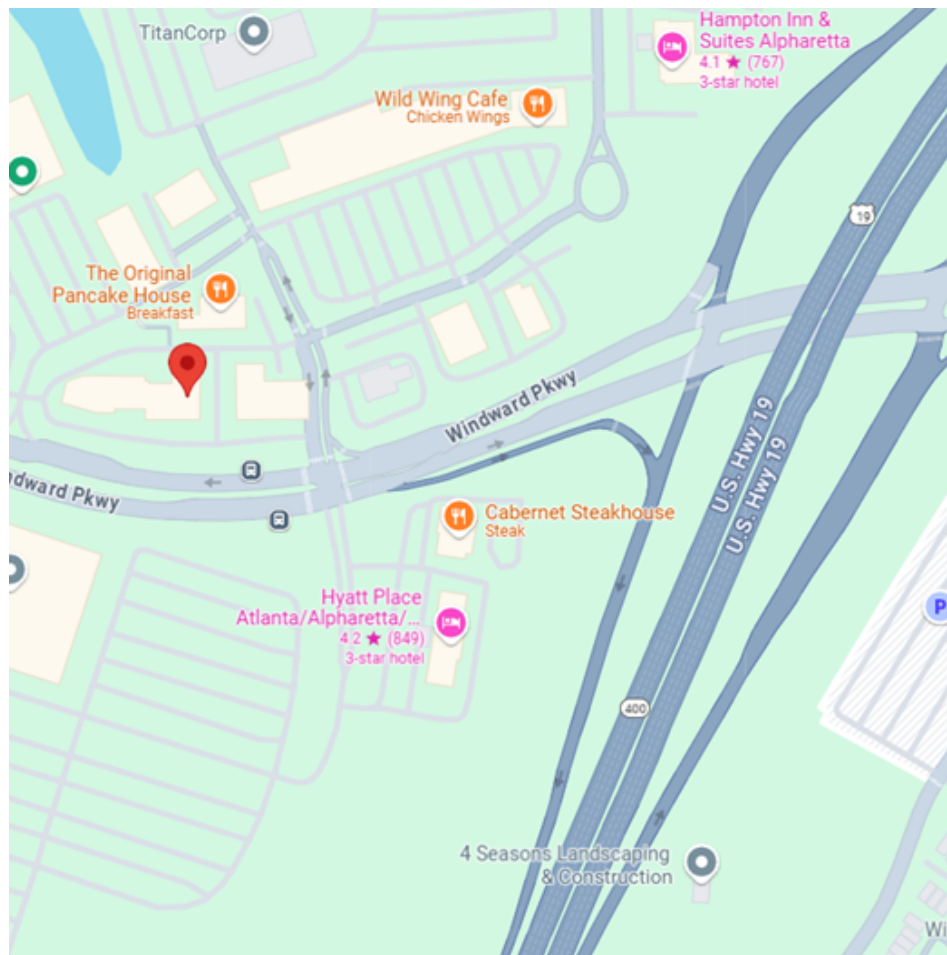
Patient's printed name \_\_\_\_\_

Patient's signature \_\_\_\_\_ Date \_\_\_\_\_

## **Alpharetta Location - Directions to our Facility**

### **From GA-400:**

- Take Windward Parkway Exit #11 taking a left and heading WEST (right if you're coming from Cumming).
- Take a right into the first shopping center where there's a T-Mobile Store, Einstein Bagels, State Farm, and a Original Pancake House.
- Look for the Champion Physical Therapy Office where we are located inside.



## **Cumming Location - Directions to our Facility**

### From GA-400:

- Take Highway 20 Exit #14 and head WEST off of the exit, which will put you on the west side of GA400.
- Take a right onto Highway 9, travelling 0.6 miles.
- Look for the Andean Chevrolet dealership, taking a right immediately after on to Lake Center Parkway.
- Look for the Champion Physical Therapy Office where we are located inside on the lower level of the shopping center.

