



1180 Cross Street SE  
Salem, OR 97302  
503.339.7781

**Welcome to Rejuvenation Therapy Pain Clinic, LLP.** We believe that every person is unique and deserves to have an assessment that is appropriate and effective for their individual needs. We are experts at determining your individual needs for therapy and working with you to reduce pain and improve function. We look forward to serving you. Below you will find some important information concerning your treatment at Rejuvenation Therapy Pain Clinic.

#### **OFFICE HOURS**

Our office hours are 8am to 5pm Monday through Thursday, 8am to 4pm Friday. Messages can be left on the phone system outside of those hours.

#### **APPOINTMENTS**

Appointments are scheduled with the receptionist and last approximately 45 - 60 minutes.

We realize that there are times when unforeseen circumstances make it impossible to attend your scheduled appointment. If this happens, please give us as much notice as possible so we can fill your spot. If you are calling after hours you may leave a message at 503.339.7781. If you do not inform the office by 3 p.m. the day prior to your appointment that you are canceling, a \$25 charge will be assessed to your account.

#### **FEES AND INSURANCE BILLING** (Fees are subject to change)

We offer a free half hour consultation to meet with a therapist to discuss methods of treatment. Once treatment begins, you are responsible to pay for all charges incurred. We will bill your primary insurance company, and prompt payment of any outstanding balance is required. Our policy requires that you pay your out-of-pocket costs (such as your deductible and co-pay/coinsurance charges) at the time of the visit. If you do not have insurance, please inquire about our self-pay rate at time of service. Bills not paid in full within 30 days will be assessed a late fee. Outstanding bills may result in a temporary cessation of services until fees are paid.

#### **Collection Agencies we use:**

Cascade Collections, Inc.  
1375 13th Street SE  
Salem, OR 97302  
Ph. (503) 364-0455  
Fax. (503) 371-0837

#### **QUESTIONS AND CONCERNS**

If, for any reason, you are not satisfied with your treatment process, you are encouraged to speak to the Provider regarding your concerns. Your comments are always welcome and will be promptly analyzed. All comments and concerns will be kept confidential and anonymous.