



Welcome and thank you for choosing Optimal Home Rehab, LLC to provide your outpatient in the home rehabilitation needs. At Optimal, we specialize in providing high quality, evidenced based physical, occupational and speech therapy to the older adult in the convenience of their homes. Enclosed is some information that will help you understand our practice.

Safety and Employee Background Checks

Optimal Home Rehab LLC is a mobile Therapy Practice where clinicians come into your home to provide therapy. For your safety and our reputation, all of our therapists have criminal background checks, are licensed and insured.

Safety and Sexual Harassment Policy

It is the policy of Optimal Home Rehab, LLC that violence, intimidation and harassment on any basis as well as for protected status' (race, creed, religion, sex, national origin, marital status, with regard to public assistance, disability, age, membership on a local human rights commission and sexual orientation) and sexual harassment is prohibited. Such behavior violates the law, creates an offensive working environment, adversely affects the positive working relationships, increases costs to the agency and tarnishes the image of the agency. No employee, contractor, patient, family member / care giver, person in the home or treatment area etc. A violation of this policy may be grounds for termination of therapy services, immediate discipline or termination of employee/ contractor or other appropriate actions. A complaint should be made in writing, contain the name and address of the person filing it, and briefly describe the action alleged. A complaint should be filed in the office of the within 30 days after the person filing the complaint becomes aware of the alleged action. The Administrator will conduct an investigation of the complaint to determine validity. The Administrator will issue a written decision determining the validity of the complaint no later than (30) days after its filing.

Scheduling Appointments & Wait Times:

Optimal Home Rehab, LLC is a mobile Therapy practice. This means our clinicians conveniently come to you saving you time and money. Much like a medical offices due to reasons outside of our control there may be a wait time and a therapist may arrive before or after your scheduled appointment time due to circumstances such as patient cancellations, traffic, accidents, road closures, detours etc. Our appointment times will be within an hour window to give space for incidents such as the aforementioned. For instance, if your appointment is at 2:00 pm a therapist may arrive between 1:30 and 2:30 pm. Unexpected events will happen and on occasion, your appointment may be delayed or postponed. If that should happen, we will call you in advance of the appointment with options to reschedule. Your therapist will contact you when on route, giving you a specific estimated time of arrival. If you have a specific need and have to be seen at a specific time for whatever reason, please do not hesitate to contact your therapist and or the office and we will try our best to accommodate you and or your schedule. If there is a scheduling conflict that cannot be resolved, we will be sure to notify you and make attempts to refer you to another clinician or company that will best accommodate your needs.



Cancellations, No Shows, and Rescheduling Appointments

Optimal Home Rehab, LLC understands that scheduling conflicts, medical appointments, personal commitments and circumstances beyond our control will require patients to reschedule or cancel a therapy appointment. Please extend us the courtesy of being on time and keeping all of your scheduled appointments. Should you need to cancel an appointment, we require at least 24 hours notice or there will be a \$25.00 cancellation fee. This cancellation fee may be waived for instances when the patient being treated has a medical emergency that requires that the patient leaves the home to seek medical attention. All missed appointments will be rescheduled to comply with the therapy prescription from your doctor, or with Medicare policy.

Pest Control and Communicable Disease Policy

In order to protect our staff as well as other patients, please notify Optimal Home Rehab Staff if you become ill with a communicable disease. In most cases the spread of disease can be prevented by wearing protective body gear and with appropriate hand washing. In the case of infestations with pests that are known to travel such as bed bugs, fleas, etc. we ask that you notify your therapist of these situations as soon as possible. If pests that are known to travel are sighted by staff, we have the right to terminate therapy and or hold therapy until we have proof that the property has been thoroughly exterminated by a licensed professional.

Our Goals for You

Our goal is to help you return to your prior level of function and to maximize independence and safety in your living environment, as well as educate you on your particular condition to help you prevent a reoccurrence. You will be treated with the utmost quality care at Optimal Home Rehab, LLC. Please feel free to voice any concerns you may have about your treatment to your therapist. We look forward to working with you and your physician on achieving your goals. Welcome again.



I verify that I understand the Optimal Home Rehab's Policy on

1. Violence and Harassment _____ Initial
2. Safety and Sexual Harassment _____ Initial
3. Scheduling Appointments and Wait Times _____ Initial
4. Being Ready for Therapy _____ Initial
5. Cancellation Policy _____ Initial
6. Pest Control and Communicable Disease Policy _____ Initial

Patient Name (Print) _____

Patient Signature _____

Date _____

If patient is unable to sign, representative information as follows

“by” _____
Representative Print & Signature

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Email: info@optimalhomerehab.com

Web: <https://www.optimalhomerehab.com/>

Like us on Facebook <https://www.facebook.com/optimalhomerehab>