

**WEST HOUSTON MEDICAL CENTER
COMPREHENSIVE OUTPATIENT REHABILITATION SERVICES
PATIENT INFORMATION
PLEASE READ**

Welcome to the Comprehensive Outpatient Rehabilitation Services

Office Hours:

Monday – Friday 7:00 A.M. –6:00 P.M.	LUNCH: 12:00 A.M. to 1:00 P.M.
---	---------------------------------------

Appointments:

Please call in advance to cancel or reschedule all appointments. We may reschedule your appointment if you are more than 15 minutes late, depending on patient census. The treating therapist will schedule appointments after the initial visit. Future appointments should be scheduled with the treating therapist as least a week in advance. The last appointment for the day is taken 1 hour prior to closing.

In order to provide you with the highest quality of services, we ask you to attend all scheduled appointments. **If you do not show up for 3 appointments, you will be discharged from Therapy Services. In order to resume Therapy Services you will need to return to your physician for a new prescription.**

Co-pays, Co-Insurance, Deductibles:

All insurance co-payments, co-insurance, and deductibles are due when services are rendered unless payment agreements are made with the registration staff. All deductibles are due at the time of service. If your insurance requires a percentage you will be billed at the end of the week or at the time of discharge. Payments may also be made towards your final bill.

All billing questions should be forwarded to the (Patient Account Service Center) **(THE NEW BUSINESS OFFICE) (713) 448-2099, OR 1-866-888-4439.**

DOCTOR CONCERNS:

We communicate with your doctor on a regular basis concerning your progress. Before you return to the doctor please notify your therapist in advance so that we may inform your doctor of your current condition.

Parking: There is free parking directly in front/back of building. You may park in the covered parking garage on the second floor where there is a walk-over.

You are the most important part of our program. Please feel free to ask questions about your treatment and financial obligations. We can be reached at (281) 588-8249.

Thank you for choosing West Houston Medical Center. We appreciate your business.