



Terms and Conditions for Platinum Physical Therapy and Sports Medicine Inc.

These Terms and Conditions ("Agreement") govern the use of services provided by Platinum Physical Therapy and Sports Medicine Inc. ("Clinic," "We," "Us," or "Our"). By scheduling or receiving services at the Clinic, you agree to the following terms and conditions. Please read them carefully.

1. Services Provided

- a. Platinum Physical Therapy and Sports Medicine Inc. offers a variety of physical therapy services to help treat musculoskeletal conditions, pelvic floor dysfunction, sports injuries, neurologic rehabilitation, and wellness. Our services include, but are not limited to, manual therapies, therapeutic exercise prescription, home exercise program prescription, and educational resources.

2. Scheduling and Appointments

- a. Appointment Booking: To schedule an appointment, please contact the Clinic via phone, email, or inquiry on our website.
- b. Cancellations and No-Shows: We require a minimum of 24 hours' notice for cancellations. Failure to cancel or reschedule within this time frame will result in a Late Cancellation Fee of \$50.
- c. Late Arrivals: If you arrive late for your appointment, your session will be shortened to accommodate the next scheduled patient at the therapist's discretion, and you will still be charged the full session fee.

3. Payment and Insurance

- a. Payment: Full payment is due at the time of service unless prior arrangements have been made. We accept credit/debit cards, cash, and checks.
- b. Insurance: We are in-network with most private insurance providers and Medicare. Some plans also have out-of-network benefits that we are eligible for. Please verify your insurance coverage with our office before your appointment. You are responsible for any co-payments, deductibles, or charges not covered by your insurance.
- c. Outstanding Balances: Any outstanding balances must be paid in full before additional services are provided.



4. SMS and Communication Consent

- a. By providing your phone number, you consent to receive appointment reminders, updates, and marketing communications via SMS (text messages) from Platinum Physical Therapy and Sports Medicine Inc.. You may opt-out of these messages at any time by replying "STOP" to any SMS, or by contacting our office directly.
 - i. Appointment Reminders: You have the option to receive automated SMS messages confirming, reminding, or rescheduling your appointments.
 - ii. Marketing Communications: From time to time, you may receive SMS notifications about new services, promotions, or important clinic updates. You may opt out of these marketing messages at any time.
 - iii. Message Frequency: SMS communications may be sent on a regular basis related to appointments and other matters. The frequency of marketing messages will be kept to a minimum.
- b. Standard Message and Data Rates May Apply. You are responsible for any charges incurred from your mobile service provider.

5. Privacy and Confidentiality

- a. We are committed to protecting your privacy and maintaining the confidentiality of your health information. All personal health information collected during your visits will be stored securely and will not be shared with third parties except as required by law or with your explicit consent.
 - i. HIPAA Compliance: We adhere to the Health Insurance Portability and Accountability Act (HIPAA) guidelines to safeguard your health information.
 - ii. Data Usage: We use your personal information solely for providing services, billing, appointment reminders, and communications related to your care. We will not sell or share your personal information for marketing purposes.
- b. Patient Responsibilities
 - i. Health Information: You agree to provide accurate and complete information regarding your health history, conditions, and current treatments. It is important to notify your physical therapist of any changes in your condition.



- ii. Follow-Up Care: To achieve the best outcomes, you agree to follow the treatment plan as prescribed by your therapist and to attend follow-up sessions as recommended.
 - iii. Compliance: You are responsible for adhering to the clinic's policies, including appointment scheduling, cancellations, and payment.
- 6. Risks and Limitations of Physical Therapy
 - a. Physical therapy may involve physical exercises, modalities, and other treatment methods. Although our therapists are trained professionals, some risks and side effects (e.g., soreness, discomfort, or injury) may be associated with the treatment. You acknowledge and understand these potential risks and agree to proceed with physical therapy services voluntarily.
 - b. If at any time you feel that a treatment is causing undue pain or discomfort, you should immediately inform your therapist.
- 7. Limitation of Liability
 - a. Platinum Physical Therapy and Sports Medicine Inc. and its staff are not responsible for any injuries or damages that may occur during treatment, except in cases of gross negligence or intentional misconduct.
 - b. We recommend that you consult with your physician or other healthcare providers before starting any new physical therapy regimen, especially if you have underlying health conditions.
- 8. Amendments to Terms
 - a. We reserve the right to modify or update these Terms and Conditions at any time. Any changes will be communicated to you through appropriate channels, including via email, SMS, or notices in the Clinic. Continued use of our services after such modifications indicates your acceptance of the revised terms.
- 9. Governing Law and Dispute Resolution
 - a. These Terms and Conditions are governed by the laws of Massachusetts. Any disputes arising out of or related to this Agreement shall be resolved through arbitration in Massachusetts, or in a court of competent jurisdiction.



10. Contact Information

- a. For any questions or concerns regarding these Terms and Conditions, please contact us at:

Platinum Physical Therapy and Sports Medicine Inc.
15 West Union Street
Ashland, MA, 01721
508-881-6750

By scheduling or receiving services from Platinum Physical Therapy and Sports Medicine Inc., you acknowledge that you have read, understood, and agree to abide by these Terms and Conditions.

Effective Date: This notice is effective on or after October 1st, 2004.

Ashland – 15 West Union Street, Ashland MA 01721 – p. 508-881-6750 – f. 508-463-4224
Hopkinton – 1 Lumber Street Suite 201, Hopkinton MA 01748 – p. 508-544-1540 – f. 508-463-4462
Maynard – 141 Parker Street Suite 111, Maynard MA 01754 – p. 978-243-8396 f. 774-272-9368
Milford – The Gym @ Milford – 196 East Main Street, Milford MA 01757 – p. 774-804-3016 f. 978-849-6747
Norfolk – 65 Holbrook Street Unit 130, Norfolk MA 02056 – p. 508-530-4970 f. 508-463-9953
Rehoboth – 237 Winthrop Street, Rehoboth MA 02769 – p. 774-565-0796 f. 508-463-4239