

## Our Team Commitment to Patients

1. As a patient at Moreau Physical Therapy, you are our guest and will be treated accordingly. This means that we will treat you with the utmost respect, courtesy and hospitality.
2. Your perception of the recovery process is as important as the process itself.
3. We consider you functional goals to be of unparalleled importance in planning treatments. This will ensure that we are positively affecting your quality of life.
4. All treatments will be planned by licensed Physical or Occupational Therapists and will be of scientific rationale.
5. After you have completely filled out your patient intake forms, you will wait no longer than 15 minutes before the beginning of your evaluation. On subsequent visits you will not wait beyond 10 minutes of your scheduled appointment time.
6. Our referral sources are important partners in treating you effectively. We will facilitate communication between ourselves and your physician by promptly and frequently sending reports regarding the status of your recovery.
7. It is our pleasure and passion to answer any questions you may have regarding your condition. We feel that educating our patients is one of the most important components of effective patient care.
8. We will create a relaxing, enjoyable, and fun atmosphere all while exceeding your expectations with our level of knowledge and expertise in implementing thorough and effective treatments.
9. We understand that your condition is very important to you. Patients at Moreau Physical Therapy are not taken for granted.