

Welcome, thank you for choosing FysioDanmark Kolding. We will do our best to provide you with excellent treatment, and we hope that you will have a good experience with us.

In this email, we have provided some important practical information that you should be aware of before starting your treatment:

- When booking your first appointment, you will receive an email with a medical journal form that we ask you to complete before your arrival.
It is important that the medical journal form is completed before your first treatment, as it marks the beginning of your medical journal and treatment process.
- Please bring your own bed sheet or you can purchase one for 20 DKK from the physiotherapist.
- Cancellation policy:
 - If you need to cancel your appointment, please do so no later than **9:00 AM** on the day of your appointment.
 - For cancellations after **9:00 AM** or no-shows, there is a fee of **310 DKK** for physiotherapy treatment.
- Payment: You can pay for each treatment using MobilePay No. 762833. Please remember to add the 7-digit invoice number in the comment field when you make the payment. If you do not pay at the time of your appointment, you will receive the invoice by email on the same evening.
- If your insurance pays for your treatment:
 - Before your first appointment, please send us your approval letter by email at: info@fysiodanmarkkolding.dk.
 - It is your responsibility to ensure that you do not exceed the number of treatments approved by your insurance and to know when your insurance coverage ends.
 - Please note that insurance rarely covers the cost of products or additional services.
- Your physiotherapist will book your next appointment for you, or you can use either our app or our online booking system at www.fysiodanmarkkolding.dk
Our app allows you to:
 - Book a new appointment, view your scheduled appointments, access your training program, and communicate with your physiotherapist.
<https://apps.apple.com/dk/app/min-fysioterapeut/id1547967402?l=da>

We are located at Toldbodgade 5 st., 6000 Kolding.

Phone: +45 88208840 / Email: info@fysiodanmarkkolding.dk

Please note that there is no receptionist - your physiotherapist will come out to meet you.

Best regards, FysioDanmark Kolding