

BEFORE THE ARKANSAS STATE BOARD OF PHYSICAL THERAPY

**IN THE MATTER OF
COURTNE COELHO PFITZER**

LICENSE PT 5427

CONSENT ORDER

The Arkansas State Board of Physical Therapy (“Board”) received a complaint regarding Courtne Coelho Pfitzer (“Respondent”), alleging that Respondent engaged in unprofessional conduct in failing to provide notice to ensure continuity of care for her patients when terminating her employment. In lieu of a formal disciplinary hearing on this matter, and in the interest of prompt and speedy settlement of this matter, consistent with the public interest, statutory requirements, and the responsibilities of the Board, the undersigned parties enter into this Consent Order as a final disposition of this matter.

1. **Respondent and the Board agree to the following:** Respondent admits the Board’s Findings of Fact and Conclusions of Law.
2. Respondent, having read the proposed Consent Order, understands that she has the right to consult legal counsel prior to entering into this Consent Order, and enters into this Consent Order on Respondent’s own volition and without any reliance upon any representations by the Board or any officer, employee, agent, or other representative thereof, other than expressly set forth herein.
3. In lieu of a formal hearing on these issues, Respondent agrees to the issuance of the Consent Order and waives any further procedural steps including, without limitation, Respondent’s right to a hearing and all rights to seek judicial review or to otherwise challenge or contest the validity of this Consent Order.

4. Respondent understands and acknowledges that this Consent Order and the Board's records concerning this matter are public records and available to the public pursuant to the Freedom of Information Act, Ark. Code Ann. § 25-19-101, *et seq.*
5. Respondent executes this Consent Order to resolve the pending matter, without further administrative action. Respondent agrees that the Board will review and determine whether to approve this Consent Order. Furthermore, Respondent agrees that should this Consent Order not be approved by the Board, the presentation and consideration of this Consent Order by the Board shall not unfairly or illegally prejudice the Board or any of its members from further participation, consideration, or resolution of the matters involved herein at any subsequent hearing.
6. Respondent understands and agrees that approval and entry of this Consent Order shall not preclude additional proceedings by the Board against Respondent for acts or omissions not specifically addressed herein.
7. This Order shall not become a valid and enforceable order of this Board unless and until accepted and approved by the Board at an official meeting and executed by the Chair of the Board.

FINDINGS OF FACT

1. Respondent is a licensed physical therapist in the State of Arkansas.
2. Respondent was employed as a physical therapist by Total Rehabilitation, Inc. until April 4, 2025.
3. On April 9, 2025, Complainant Velvet Medlock ("Medlock"), clinic owner of Total Rehabilitation, Inc., filed a complaint with the Board against Respondent, who was an

employee of Medlock's and under Medlock's supervision, alleging that Respondent had engaged in unprofessional conduct by abandoning her patients.

4. Respondent submitted a letter of resignation to Total Rehabilitation, Inc., on Friday, April 4, 2025, at the end of the work period, effective immediately, by placing the letter on Medlock's desk while she was away from the clinic on her lunch break. The respondent left Total Rehabilitation, Inc. immediately after placing the letter on Medlock's desk.
5. There was no communication from Respondent regarding either her inclination to leave her employment or the transfer of patient care for her respective case load, prior to the submission of the resignation letter on April 4, 2025, terminating her employment effective immediately.
6. The resignation letter indicates that Respondent signed without prior notice to Medlock or Total Rehabilitation Inc., as the letter from Respondent states: "I am writing to formally resign from my position of Physical Therapist at Total Rehabilitation Inc., effective today (4/4/2025)."
7. On April 21, 2025, Respondent sent a letter to the Board. The letter states that her termination of her employment "was immediate with no notice..."
8. Leaving patients abruptly during the course of their treatment without providing proper notice to ensure continuity of care for her patients is unethical, unprofessional, and detrimental to a patient's health.

CONCLUSIONS OF LAW

Respondent's resignation from Total Rehabilitation Inc., without providing proper notice to ensure continuity of care for her patients, constituted unprofessional conduct in violation of 17 Code of Arkansas Rules 175-108(a)(2)(C).

ORDER

THEREFORE, IT IS SO AGREED AND ORDERED THAT:

1. Respondent agrees to issue a letter of apology to the Board and Ms. Medlock for the above actions.

IT IS FURTHER ORDERED that the Board shall retain jurisdiction of this matter for purposes of implementing and enforcing this Consent Order.

IT IS SO ORDERED this 2nd day of October, 2025.

Arkansas State Board of Physical Therapy

By: _____

Chair

A handwritten signature in black ink, appearing to be 'J. L. ...', is written over a horizontal line. The signature is cursive and somewhat stylized.

AGREED TO BY:

By:

A handwritten signature in black ink, appearing to read 'Courtne Coelho Pfitzer', written over a horizontal line.

Courtne Coelho Pfitzer

Courtne Coelho Pfitzer
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September 18, 2025

To the Members of the Arkansas State Board of Physical Therapy, Total Rehabilitation, INC owners, employees, and patients,

Please accept this formal apology for my failure to provide adequate notice when resigning from my position at Total Rehabilitation, Inc. in Fort Smith, AR. Having reviewed my actions in full, I realize that I acted unethically and unfairly to my fellow employees, my former boss, and most importantly, to the patients that depended on me for their care.

As a licensed physical therapist, I have a responsibility not only to my patients but also to uphold the integrity and trust placed in me by the Board. I value the privilege of being a physical therapist, and I will be taking steps to manage my professional obligations better and uphold the ethical standards of the field.

Thank you for your time and consideration.

My sincere apologies,

X 

Courtne Coelho Pfitzer
DPT