

## No-Show / Cancellation Policy

*Please Read Carefully*

We appreciate that emergencies and other scheduling conflicts arise and are sometimes unavoidable; however, advance notification allows us to fulfill other client's scheduling needs and keeps the clinic operating at its most efficient level. Due to our one-on-one treatments, missed appointments are a significant inconvenience to your physical therapy, the clinic and other patients.

- Please provide our office with 24-hour notice to change or cancel an appointment. Clients who do not attend a scheduled appointment or do not provide 24-hour notice to change the scheduled appointment may be responsible for a \$40.00 office visit charge. This charge cannot be billed to insurance.
- We reserve your appointment time just for you. We do not double book our appointments with you so that we may provide optimum treatment outcomes for all our clients. 24-hour notice allows us to place another client in your cancelled appointment period to receive needed treatment.
- Certain accident claims adjusters expect regular attendance to physical therapy as a requirement of an approved treatment plan. If appointments are missed or cancelled on a regular basis it could affect the status of your claim. Your treatment plan has been established by you medical practitioners to get you back to you regular activities as quickly as possible. Missing appointments hinders that process and may end up prolonging recovery.
- After missing two appointments without notice, you may be placed on a same-day scheduling policy for treatments.

*Thank you for providing our office and our clients with this courtesy. Signing below indicates you understand and agree to the terms of this policy.*

\_\_\_\_\_  
Signature of Client/Responsible Party

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name