



To Our Patients Regarding Cancellations and No Shows

The following are our policies regarding cancellations and no-shows. We take this subject seriously because it can make the difference between whether you succeed in your treatment or not. Usually your referring doctor and/or physical therapist have prescribed a set frequency of treatment. Showing up as scheduled for these visits is your most important job. Other than that all you need to do is follow your therapist's instructions and we will be able to help you achieve your goals in treatment.

- We require 24 hours notice in the event of a cancellation. It is your responsibility, when you call in, to have an alternative time in mind that will ensure you get in the full prescribed number of treatments that week whenever possible. (In some cases, this may not work since some forms of treatment do not work well if given two sequential days). _____
initial
- There is a \$60 charge for a cancellation without proper notice. This charge will NOT be covered by insurance and will have to be paid by you personally. _____
initial
- For Worker's Compensation and Personal Injury patients documentation of any missed appointments is forwarded to your Case Manager and Primary Physician and this could jeopardize your claim. _____
initial
- You may need to see a therapist other than the one who normally treats you if you do rearrange your appointment. All of our therapists are experienced professionals and they will know your rehab plan, so you will be in good hands. You will return to your original therapist in the next regularly scheduled visit. _____
initial
- Please understand that your pain will probably increase and decrease as your course of treatment progresses and before it is finally eliminated. Either condition can seem to be a reason not to come in: a) you are feeling worse and think the treatment is not working or, b) you are feeling better. Neither of these conditions is legitimate as a reason not to come. If you are in pain, come in and we will calm it down. If you are out of pain, now is the time that we can begin doing some real correction of the underlying causes of your problem, educate you so you won't reinjure yourself, etc.

When you do not come in as scheduled, three people are hurt:

- 1) You because you don't get the treatment you need
- 2) The Physical Therapist who now has a space in his/her schedule since the time was reserved for you personally
- 3) Another patient who could have been scheduled for treatment if you had given proper notice.

Please cooperate with us in this regard. We are looking forward to working with you!

Patient/Legal Guardian Signature

Date