

Cancellations and No-shows Policy

The following are our policies regarding cancellations and no-shows. We take this subject seriously at the clinic, because it can make the difference between whether you succeed in your treatment or not. Usually your referring doctor and/or your 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.

Cancellations

- 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, preferably in the same week, that will ensure you get in the full prescribed number of treatments.
- The first occurrence of either of the following will result in a written reminder of our policy mailed to your home address:
 1. an appointment cancellation without 24 hours' notice
 2. an arrival more than 15 minutes after scheduled appointment time
- All subsequent occurrences of either of the following will result in a \$75 charge to your account:
 1. an appointment cancellation without 24 hours' notice
 2. an arrival more than 15 minutes after scheduled appointment time

This charge will not be covered by insurance, but will have to be paid by you personally.

No-shows

- **A no-show is a missed appointment without notice and will result in a \$135 charge to your account**

This charge will not be covered by insurance, but will have to be paid by you personally

1. In the event of inclement weather and the clinic closes, late cancels will not be counted. If the weather is not considered bad enough for the clinic to close, and you late cancel/no show, the occurrence will be counted and handled accordingly to the above specifications.
2. For Worker's Compensation and Personal Injury patient's documentation of any missed appointments is forwarded to your Case Manager and Primary Physician and this could jeopardize your claim.
3. Please understand that your pain or symptoms will probably increase and decrease as your course of treatment progresses and before it is finally erased. Either condition can seem to be a reason not to come in: a) you're feeling worse and think the treatment is not working or, b) you're feeling better and it's a great day for a picnic. Neither of these conditions is legitimate as a reason not to come: a) if you're in pain or your symptoms have increased, come in and get it fixed, b) if you're out of pain or your symptoms have decreased, 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 re-injure yourself or cause a reoccurrence of your symptoms, etc.
4. If you were in the ER-Hospital, urgent care, a car accident or experienced another "true emergency," we may be able to waive a cancellation/no-show charge (proof of incident will be requested).

When you don't show as scheduled, three people are hurt: You because you don't get the treatment you need as prescribed by the doctor and/or PT; the therapist who now has a space in their schedule since the time was reserved for you personally; and another patient who could have been scheduled for treatment if you had given proper notice.

Please co-operate with us in this regard. We're looking forward to working with you.

Patient/Guardian Signature

Date

Interviewer Signature

Date