



Physical Therapy for Pelvic Pain, Incontinence, Infertility and Gastrointestinal Disorders

16618 W 159th St, Units 401 & 402, Lockport, IL 60441 ❖ Phone: (815) 838-0529 ❖ Fax: (815) 838-0652 ❖ Website: kc4hl.com

Dear Patient:

We would like to assure you that as a valued patient, your patronage is very much appreciated and your time is respected. Please know that your appointment time will always be reserved exclusively for you. Our office never over-schedules or overbooks.

In order that we give you our best professional care and attention you deserve, it is essential – not only for your convenience, but also as a courtesy to those patients scheduled before or after your appointment – you arrive on time.

Accordingly, our office has instituted these policies so we can continue to provide an individualized one hour treatment session to all our patients.

1. All cancellations must be made at least 24 hours in advance of your scheduled appointment. There will be no charges assessed for cancellation of appointments provided that more than 24 hours of notice is given.
2. The first occurrence of any of the following will result in a written reminder of our policy mailed to your home address:
 - an appointment cancellation without 24 hours of notice
 - a missed appointment without notice
 - an arrival more than 15 minutes after scheduled appointment time
3. All subsequent occurrences of any of the following will result in a \$75 charge to your account:
 - an appointment cancellation without 24 hours of notice
 - a missed appointment without notice
 - an arrival more than 15 minutes after scheduled appointment time

We will be happy to answer any questions or concerns at your convenience.

Thank you for your consideration.

Sincerely,
Brandi Kirk, PT, and Staff

I have read and understand the above policy information and agree to fulfill any and all late or cancellation penalties I incur.

Patient/Guardian Signature

Date