

## EFFECTIVE JANUARY 15, 2008

### **To our Patients Regarding Cancellations and No-Shows**

The following are our policies regarding cancellations and no-shows. We take this subject seriously at the clinic, because it can make the difference whether you succeed in your treatment or not. Usually your referring doctor and/or therapist have prescribed a set frequency of treatment. Showing up for these scheduled 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 fully prescribed number of treatments that week whenever possible.
- There is a **\$35** charge for any cancellation without prior notice. After three missed appointments, there will be a **\$75** charge for each appointment missed thereafter. These charges will not be covered by your insurance, but will have to be paid by you personally.
- 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.
- You may need to see a therapist other than the one who normally treats you if you do re-arrange your appointment. All of our therapists are experienced professionals, and they will study your patient chart. You will be in good hands! You will return to your original therapist in the next regularly scheduled visit.
- Please understand that your pain 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:
  - you are feeling worse and think the treatment is not working, or
  - you are feeling better and think it's a great day for wind-surfing!Neither of these conditions is legitimate as a reason not to come in:
  - if you are in pain, come in and get it fixed, or
  - 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 re-injure yourself, etc.

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 PT 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 are looking forward to working with you!!!**

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_