



To Our Patients, Regarding Cancellations & 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 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.

- We require 24-hour 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 as some forms of treatment do not work well if given on two sequential days.
- For Worker's Compensation and Personal Injury patients, documentation of any missed appointments is forwarded to your Case Manager and Primary Physician. This could jeopardize your claim.
- Please understand that your pain may possibly 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 to go to the beach. Neither of these conditions is legitimate as a reason not to come: a) if you're in pain, come in and get it fixed, b) if you're out of pain, now is the time that we can begin the real correction of the underlying causes of your problem and educate you so you won't re-injure yourself, etc.
- In situations where a patient chronically cancels or no-shows for his/her appointments, we reserve the right to charge \$25 for a cancellation without proper notice. This charge will not be covered by insurance but will have to be paid by you personally.

We will define "chronic" as the following:

3 or more cancellations without proper notice

2 or more no-shows (missing an appointment without any prior notification whatsoever)

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 cooperate with us in this regard. We're looking forward to working with you.

Patient Signature: _____

Date: _____

PT Signature: _____

Date: _____