

Downtown Physical Therapy and Rehab

No-Show / Cancellation Policy

Please Read Carefully

We realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable. However, advance notification allows us to fulfill other patient's scheduling needs and keeps the clinic operating at its most efficient level. Due to our one-on-one 30-minute treatments or 60-minute evaluation, missed appointments are a significant inconvenience to your physical therapy, the clinic and other patients.

1. Please provide our office with 24-hour notice to change or cancel an appointment. Patients who do not attend a scheduled appointment or do not provide 24-hour notice to change a scheduled appointment may be responsible for a \$30.00 office visit charge. This charge cannot be billed to insurance and must be paid on or before the next scheduled appointment.
2. We reserve your one-hour appointment time just for you. We do not double-book our patients so that we may provide optimum treatment outcomes for all our patients. 24-hour notice allows us to place another patient in your cancelled appointment period to receive needed treatment.
3. Certain accident claims adjusters expect regular attendance to physical therapy as a requirement of an approved treatment plan. If appointments are missed or cancelled on a regular basis it could affect the status of your claim. Your treatment plan has been established by your medical practitioners to get you back to your regular activities as quickly as possible. Missing appointments hinders that process and may end up prolonging recovery.

*Thank you for providing our office and our patients with this courtesy.
Signing below indicates you understand and agree to the terms of this policy.*

Signature of Patient _____ Date _____

Signature of Responsible Party *(if applicable)* _____ Date _____