

TO OUR PATIENTS REGARDING CANCELLATIONS AND NO-SHOWS

The following are our policies regarding cancellations and no-shows. We take this subject seriously because it can make a difference between responding to treatment or not. Usually, your referring doctor and/or therapist have prescribed a set frequency of treatment. If you show up for treatment, it will enable you to get better. Other than that, all you need to do is follow your therapist's instructions, and you should 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 the full number of prescribed treatments that week whenever possible.
- There is a **\$40 charge for a cancellation or no-show without proper notice.** This charge will not be covered by your insurance, but will have to be paid by you personally.
- For **Workman'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.
- You may occasionally need to see another therapist other than the one who normally sees you if you need to re-arrange your appointment. All of our therapists are experienced professionals and they will study your chart. You may return to your original therapist at the next appointment.
- Please understand that your pain will probably increase and decrease as your course of treatment progresses and before it is finally eliminated. Neither of these conditions should be a reason to not come in: 1) Your pain is gone or 2) Your pain is worse. If the pain is gone, now is the time to really begin rehabilitating the injured area to prevent re-occurrence. If your pain is worse, we can do something to help it. It is actually quite common to be sore after manual therapy treatments.
- **When you don't show as scheduled, three people are hurt.** You, because you didn't receive the treatment you need as prescribed as your doctor and/or PT; the PT who now has a hole in their schedule; and the person that couldn't get in when you had your appointment scheduled.
- **Thank you for cooperating with us on this regard.** We are looking forward to working with you.

Patient Signature

Date