

To Our Patients Regarding Cancellations and No-Shows

Your commitment to your health should be taken seriously because it can make the difference between your success or failure in treatment. Our policies regarding cancellations and no-show appointments are listed below.

We require 24 hour notice for cancellation to avoid a \$30.00 charge for a “no-show/ unexcused” visit. This charge WILL NOT be covered by insurance, so it will be billed to you personally.

When a patient does not show as scheduled:

You suffer because you do not receive the treatment needed as prescribed by your doctor and/or therapist. The therapist now has a space on their schedule that another patient, who is in pain, could have used that needed immediate treatment. We believe you would appreciate this same courtesy if you had an immediate concern that required urgent attention.

Please understand the following:

Your pain may increase or decrease during the course of treatment. This is normal. Please understand that pain is an indicator of an underlying cause of injury. We, as licensed therapists, want to work with you to correct this underlying cause in order to keep an injury from recurring. Even if you do not have pain, the underlying cause may not have been corrected and your pain may return.

Remember these rules:

If you are in pain, please call to schedule an appointment to have it addressed.

If you are not currently experiencing pain, now is the time to focus on the underlying cause(s) of your injury so you will not re-injure yourself.

We do our best to accommodate your schedule and provide “one-on-one” care. If you are having difficulty finding a convenient time for your therapy, please speak with your therapist.

We look forward to the joint commitment of enhancing your overall physical health.

Please sign below stating that you have received the information regarding our cancellation and no-show policy.

Patient Signature: _____

Date: _____