



THE PHYSICAL THERAPY  
CENTER

**NO-SHOW/CANCELLATION POLICY and FINANCIAL INFORMATION**

Please Read Carefully

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

- Please give at least 24 hour notice in the event of a cancellation. If you are unable to give 24 hour notice, please contact us as soon as possible.
- If you are more than 20 minutes late, your appointment may need to be rescheduled and a "No-Show" will be recorded for that day. If you are aware that you are going to be late, please call the office and let us know.
- If you do not call, you are considered a "No-Show". You will receive one courtesy call after your first "No Show". Additional "No-Shows" will result in removal from any future scheduled appointments. You will need to call to resume and reschedule your appointments for physical therapy.
- Three (3) late cancellations (within less than 24 hours of your scheduled time) within a 30 day period will also result in discharge from the therapy program.
- After missing two (2) appointments without notice, you may be placed on a same-day scheduling policy for your treatments, which would not allow you to schedule any appointments in advance.

**Worker's Compensation** 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. The worker's compensation intermediary will be notified.

**Auto Accidents:** Auto and health insurance information is needed for billing. Health insurance will be billed only if the auto insurance policy maximum benefits have been reached. Payment obligation is not contingent on any settlement, claim judgment, or verdict and we do expect full payment.

**Collection Proceedings:** After two statements are sent to your address of record and no payment or payment plan has been set up, your account will be transferred to a collection agency. In addition to the amount you owe, you become responsible for any collection costs, legal fees, or other expenses.

We reserve the right to charge \$30 for missed appointments.

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Signature of Patient

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Date