

Physical Therapy Plus

APPOINTMENT CANCELLATION POLICY

We **MUST** receive notification of appointment cancellation **at least 12 hours prior to your appointment time.** There will be a charge (described below) for any cancellation made less than 12 hours prior to appointment time. **THERE WILL BE NO EXCEPTIONS.** After hours, cancellations may be left on the business voice mail, which automatically records the date and time called.

****PLEASE TAKE NOTICE****

NO-SHOW / LATE CANCELLATION FEES

A fee of **\$25.00** will be added to the account of any patient failing to cancel an appointment 12 hours prior to appointment time. A patient is considered a “no-show” if the appointment is not kept and not cancelled 12 hours prior to the scheduled time. These charges are not covered by health insurance benefits and are the responsibility of the patient/responsible party. Patients with no-show fees/late cancellation fees must clear the charge **PRIOR to the next scheduled appointment.** Unpaid past-due charges will be turned over to a collection agency.

Dedication to physical therapy treatment involves a commitment from your therapist to reserve time and be prepared for your session. Your commitment is to attend all scheduled appointments and follow through with all treatment recommendations. Consistency in keeping appointments is important to the patient’s treatment plan.

Signature of Patient/Responsible Party

Date