



APPOINTMENT POLICIES

Thank you for trusting us to serve your physical therapy needs. We are committed to responding to the needs of all of our patients, including doing our best to accommodate your schedule. You can help us do so by complying with the following appointment policies.

I. APPOINTMENT TIMES

Please arrive at least five minutes early for your appointment. If you are running late, please call us before your appointment time so we can advise your therapist and confirm that we can still treat you at the later arrival time. We will work very hard to accommodate your schedule.

II. CANCELLING AND RESCHEDULING APPOINTMENTS

To provide availability for fellow patients, we ask for at least 24 hours' advance notice of an appointment cancellation or reschedule request. For appointments scheduled on the same day or within 24 hours, please provide notice of cancellation or the need to reschedule as soon as possible. After one "free pass," there will be a \$25 cancellation fee charge for appointments cancelled with less than 24 hours notice. Repeat cancellations may affect our ability to treat you. Please help us to minimize cancellations.

III. MISSED APPOINTMENTS

If you arrive more than 15 minutes late and do not notify us in advance, we reserve the right to consider your appointment missed to allow our therapists and other patients to stay on schedule. Repeat missed appointments may affect our ability to treat you. There will be a \$50 fee charged for missed appointments. In respect of your recovery, other patients, and our therapists, please help us to avoid missed appointments.

By signing below, I understand and agree to comply with the policies above.

Patient Name

Patient Signature

Date

Guardian Name

Guardian Signature

Date