



Cancellation and No-Show Policy

(Please read carefully and initial each section)

The following are our policies regarding cancellations and no-shows. We take this subject seriously at the clinic because it can make the difference between whether you succeed in your treatment or not. Usually your referring doctor and/or your therapist have prescribed a set frequency of treatment. Showing up as scheduled for these visits is your most important job. Other than that, all you need to do is follow your therapist's instructions and we will be able to help you 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 in the full prescribed number of treatments that week whenever possible. Initial _____
- There is an \$85.00 charge for a cancellation without proper notice. This charge will not be covered by insurance but will have to be paid by you personally. Initial _____
- For Worker's Compensation and Personal Injury patients, documentation of any missed appointments is forwarded to your Case Manager and Primary Physician and this could jeopardize your claim. Initial _____
- You may need to see an alternate therapist in the event that you do rearrange your appointment. All of our therapists are experienced professionals and they will study your patient chart, so you will be in good hands. You will return to your original therapist in the next regularly scheduled visit. Initial _____
- Please understand that your pain will probably increase and decrease as your course of treatment progresses and before it is finally erased. Either condition can seem to be a reason to not come in because: a) you are feeling worse and think the treatment is not working or b) you are feeling better and it is a great day for snowboarding. Neither of these conditions is legitimate as a reason not to come: a) if you are in pain, come in and get it fixed, b) if you are out of pain, now is the time to begin doing some real correction of the underlying causes of your problem, as well as educate you to prevent re-injury. Initial _____
- If you are more than 15 minutes late to an appointment, we will need to reschedule your appointment within the same week. If this does not happen, the \$85.00 cancel fee will apply. It is important to have your full treatment session with your therapist. Initial _____

When you don't show as scheduled, three people are hurt: *You* because you don't get the treatment you need as prescribed by the doctor and/or PT; *the therapist* who now has a space in their schedule since the time was reserved for you personally; and *another patient* who could have been scheduled for treatment if you had given proper notice.

Please co-operate with us in this regard. We are looking forward to helping you achieve your physical therapy goals!

Patient Signature

Date

APEX Personnel Signature

Date