

## **To Our Patients Regarding Cancellations and No-shows**

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.

1. 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. (In some cases, this may not work since some forms of treatment do not work well given two sequential days.)
2. For Workers Compensation and Personal Injury patients documentation of any missed appointments is forwarded to your case manager and primary care physician and this could jeopardize your claim.
3. You may need to see a therapist other than the one who normally treats you if you do re-arrange your appointment. All of our therapists are experienced professionals and they will study your chart, so you will be in good hands. You will return to your original therapist in the next regularly scheduled visit.
4. Please understand that your pain will probably increase and decrease as your course of treatment progresses before it is finally eliminated. Either condition can seem to be a reason not to come in. a) you are feeling worse and think treatment is not working. b) you are feeling better and it is a great day for fishing. Neither of these conditions is legitimate as a reason not to come. If you are in pain, come in and get it fixed. If you are out of pain, now is the time we can begin doing some real correction of the underlying causes of your problem, and educate you so that you will not re-injure yourself.

When you do not show as scheduled three people are hurt: 1) You because you do not get the treatment you need as prescribed by your doctor and or the PT/OT. 2) The therapist who now has a space in their schedule since the time was reserved for you personally, and 3) another patient who could have been scheduled for treatment if you had given proper notice.

If 24 hours notice is not given for cancellation we reserve the right to charge a \$10 cancellation fee.

Please cooperate with us in this regard. We are looking forward to working with you and helping you accomplish your goals!