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Commitment to Physical Therapy

Late, No-Show, Cancellation and Re-scheduling Policies

Your adherence to the recommended number of treatments is a vital component of your progress with our services; therefore, we feel it is our duty to do everything within our power to emphasize the importance of your commitment. The following policies are in place to motivate commitment.

Commitment to your appointments

- With the exception of serious emergencies your recovery depends upon attending all your appointments.
- If you need to reschedule or cancel, it is in your best interest to reschedule the missed appointment to a date as close to the cancelled or rescheduled visit as possible.
- Please Note: In instances of repeated non-compliance with your scheduled visits, we reserve the right to discontinue care. We will inform your physician of the fact that your service has been discontinued due to noncompliance with the prescribed rehabilitation order.

Late Policy

- If you are less than 15 minutes late and have contacted Sports & Performance Physical Therapy to warn us that you'll be late, you may complete the remaining time scheduled for your session, **knowing that you will not receive a full session**.
- If you are more than 15 minutes late and have not contacted Sports & Performance Physical Therapy, we hold the right to consider your appointment a "No-Show." As per the no-show policy, we reserve the right to charge you a \$65 fee.

No-Show Policy

- If you schedule an appointment and do not come to your appointment, or if you arrive more than 15 minutes late to a scheduled appointment, we reserve the right to charge you \$65 no-show fee.
- Reminder Calls: While we offer automated reminder calls as a courtesy, ultimately, the responsibility for remembering your appointments is YOURS. If reminder calls do not go out, and you do not show up for your appointment, you will still be charged the \$65 no-show fee.

Cancellation Policy

- If you need to reschedule a session, you are more than welcome to do so, as long as you provide more than 24 hours' notice before your scheduled appointment.
- Late Cancel: If you cancel within 24 hours of your appointment this is considered a Late Cancellation and we reserve the right to charge you a \$65 cancellation fee.

Re-Schedule Policy

- If you need to cancel a session, you are more than welcome to do so, as long as you provide more than 24 hours' notice before your scheduled appointment.
- Late Reschedule: If you try to reschedule an appointment within 24 hours of your appointment this is considered a Late Reschedule and we reserve the right to charge you a \$65 cancellation fee unless:
 - You reschedule your appointment to later the same day (if there is time available). OR
 - We are able to fill your vacated slot with another client.

Paying, Cancellation, and No-Show Fees

- Cancellation and No-Show fees are not billable to any form of insurance.
- To resume treatment following a late cancel, late reschedule, or no-show, the \$65 fee will be due before your next visit. If you refuse to pay the fee, we reserve the right to turn your care back to your referring physician.

We truly do not want to have to charge you for sessions you did not attend. These policies are in place because we've found that they encourage patient compliance to their rehabilitation goals (not because we want to profit from your lack of compliance). Thank you for your understanding and participation.

By signing below, you acknowledge that you have read, understand, and agree to all the policies listed above.

Patient or Guardian Signature

Date