



## APPOINTMENT CANCELLATION POLICY

### **Cancellation/No Show Policy**

FitLife Physical Therapy requires 24 hour notice for the cancellation of a scheduled appointment. There is a \$50 charge for a no-show or cancellation without proper notice. This charge will not be covered by your insurance and will be collected at your next visit. We understand that extenuating circumstances may occur, which is why we allow ONE same day cancellation free of charge. After one no show or same day cancellation, a \$50 fee will be assessed. After two same day cancellations or no-shows within one calendar month, you will be discharged from physical therapy. Repeated cancellations and/or no shows will hinder your care. Maintaining regular treatment sessions is essential for positive outcomes.

### **Lateness Policy**

It is equally important that you be on time for your scheduled appointment. You are welcome to call in advance to request an earlier or later time. We will be happy to honor your request if other appointment times are available, however; simply arriving late or early changes the course of treatment for yourself and others. We cannot guarantee that we will be able to treat you if you are more than 15 minutes late for an appointment. Similarly, you may be asked to wait until your scheduled appointment time if you arrive more than 10 minutes early for your appointment. In order to provide you with the best possible care, we ask that you arrive at the time of your appointment.

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We take these policies seriously because when a patient misses an appointment, three people are adversely affected:

1. You, the patient – for not receiving the treatment you need.
2. Your therapist – as now he or she has a gap in the schedule.
3. Another patient –who could have had your appointment time.

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Please understand your pain may fluctuate as your course of treatment progresses and before you complete therapy. Having pain or *not* having pain are NOT reasons to cancel or fail to show for your scheduled treatment. If you are in pain, it is important to come in because there are treatments available and/or program modifications that can help lessen your pain. Likewise, if you are experiencing less pain, it is important to continue your course of treatment to correct the underlying causes of your injury which will prevent future setbacks.

**I consent to the above, as indicated by my signature below:**

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**Print Name**

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**Signature**

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**Date**