

Patient Attendance Policy



Active Recovery Physical Therapy strives to provide each patient with the highest quality of care while attempting to accommodate each patient's schedule. Therefore, we provide reserved time slots for each patient with a specific therapist in order to minimize waiting times and assure continuity of your personal treatment. Your consistent attendance of the planned treatment regimen is paramount to your care and full recovery.

Cancellations, especially last minute ones, tardiness and missing appointments decrease our ability to accommodate the scheduling needs of other patients.

We ask for your full cooperation with our attendance policy:

- A scheduled appointment **MUST BE CANCELLED OR RESCHEDULED AT LEAST 24 HOURS IN ADVANCE** or a \$25 cancellation fee may be charged for the missed appointment. If someone is not available to take your call, please leave a message.
- If you are more than 15 minutes late for an appointment and fail to notify the clinic, treatment may be cancelled and a cancellation fee may be charged for the missed appointment.
- We are sensitive to the fact that emergencies, illness and last minute circumstances may arise, therefore we allow for two late cancellations, or missed appointments before any fees may be charged. These fees will not be covered by insurance and must be paid prior to scheduling additional appointments.
- If you accumulate two late cancellations or no-shows, your therapist may choose to discharge you from therapy and communicate your discharge to your Physician. All cancellations and no-shows will be documented in your medical records.
- If you have decide to discontinue physical therapy, even if you are feeling better and do not feel you need to attend future appointments, please call us to cancel these sessions at least 24 hours before your next appointment.
- Please realize that over the course of physical therapy, it is very common for your pain and symptoms to fluctuate before your symptoms fully resolve. If you are unsure if you should keep your physical therapy appointment(s) due to a change in pain or symptoms, please call us and we will be happy to assist you in making a decision regarding your future care.
- Repeated failure to comply with this policy will result in your appointments being scheduled based on availability which will require you to call for an appointment on the day you would like to receive therapy. There is no guarantee we can schedule you for appointment within that day.

We believe that this policy is necessary for the benefit of all patients, so that we can continue to provide high quality treatment and service to everyone.

By signing below, I acknowledge that I have read the attendance policy and agree to its terms.

Patient Acknowledgement/Signature

Date

Witness Initials