

## PHYSICAL THERAPY ATTENDANCE POLICY

The staff at Orthocare Physical Therapy Center strives to provide the highest quality of care while attempting to accommodate each patient's schedule. Therefore, our commitment to you is to provide each patient with a reserved time slot with a specific therapist in order to minimize wait time and assure continuity of treatment. While we are sensitive to the fact that an emergency may occur, please understand that cancellations, tardiness and absences reduce our ability to help you recover and to accommodate the scheduling needs of other patients. As such, we request your full cooperation with the following company policy:

- If a patient is more than 15 minutes late for an appointment and fails to notify the clinic of the tardiness, treatment may be cancelled and a cancellation fee of \$50.00 will be charged for missing the appointment.
- A scheduled appointment must be cancelled at least 24 hours in advance or a cancellation fee of \$50.00 will be charged for that appointment. Of course, weather, illness, medical emergencies, and unusual work circumstances are considered.
- Failure to show up for a scheduled appointment without providing the clinic with 24-hour advanced notification of your absence will result in a \$50.00 fee being charged for that appointment. Furthermore, 3 consecutive absences without advanced notification may result in the cancellation of all your remaining scheduled appointments and notification to your referring physician of the consecutive absences.
- You, as the patient are responsible for the cancellation fee, not the insurance company or the designated third party payor.
- All cancellations and absences will be documented in your medical record and reported to your physician and insurance company or third party payor.

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

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Patient/Responsible Party Name (printed)

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Patient Signature

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Date

