

# GAINESVILLE PHYSICAL THERAPY

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## 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.

- 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 treatment that week whenever possible.
- There is a \$25 charge for a cancellation without proper notice. This charge will not be covered by insurance, but will have to be paid by you personally.
- For Worker's Compensation and Personal Injury patients, documentation of any missed appointments is forwarded to your Case Manager and Primary Physician, and this could jeopardize your claim.
- You may need to see a therapist other than the one who normally treats you if you do rearrange your appointment. All of our therapists are experienced professionals, and they will study your patient chart, so you will be in good hands. You will return to your original therapist in the next regularly scheduled visit.
- When you don't show as scheduled, three people are hurt: You, because you don't get the treatment you need as prescribed by the doctor and/or PT; the therapist, who now has a space in his/her schedule since the time was reserved for you personally; and another patient who could have been scheduled for treatment if you had given proper notice.

Please cooperate with us in this regard. We're looking forward to working with you.

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Patient Signature

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Date

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Interviewer Signature

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Date