

Patient Cancellation/No Show Policy

In order to achieve the maximum benefit from physical therapy, appointments are scheduled in a particular timeframe. Missed appointments can cause setbacks in your Plan of Care.

Non-Worker's Compensation Patients

- **Advance notice of 24 hours** is requested if you are not able to keep an appointment otherwise you will be charged a \$25 fee for the missed appointment. The \$25 fee is the patient's responsibility and will not billed to any insurance companies.
- Care First Physical Therapy & Rehab, LLC understands that on occasion emergency situations may occur that prevent a 24-hour notice. Inclement weather is one such situation. These cases will be handled on an individual basis at the discretion of the treating therapist and/or the office manager and no cancellation fee will apply.
- Please arrive on time for your appointment, after 15 minutes, you will be considered as a No Show. This means your appointment is no longer reserved and neither is the therapist time.

Workers Compensation Patients

- **Advance notice of 24 hours is requested if you are not able to keep an appointment.**
- Your case manager and/or insurance carrier will often follow up with your treatment. At this time they will be notified of any canceled or no-show appointments.

Note: When you don't show for your scheduled appointment, 3 people are affected: 1) You because you will not get the treatment you need as prescribed by the doctor and/or PT, 2) the PT whom now has unbillable space in their schedule, since the time was reserved specifically for you, and 3) another patient whom could have been scheduled for treatment if you had provided proper notice.

Please sign below to acknowledge that you understand our cancellation/no show policy.

X _____

Patient Signature

Printed Name

Date