



REHABILITATION AND SPORTS THERAPY CANCELLATION POLICY

The First Choice Medical Rehabilitation and Sports Therapy cancellation policy is to ensure that lack of attendance does not prevent you from receiving maximum benefits from your therapy program. Please keep in mind that many patients are waiting to be scheduled by our clinic. It is not possible for us to hold a time for patients who are unable to keep their appointments regularly.

- Appointments should be cancelled at least 24 hours in advance. **APPOINTMENTS NOT KEPT AND NOT CANCELLED WITHIN 24 HOURS OF THE APPOINTMENT TIME AND DATE WILL BE ASSESSED A \$50.00 NO SHOW FEE.** In the event that you are unable to make your scheduled appointment, or will be late, please call the clinic as soon as possible to notify us.
- If you need to cancel your appointment, please reschedule for another day within the same week.
- If you arrive late (>15 minutes) for an appointment, your therapist will attempt to fit you into their schedule, **but may not be able to**, due to other scheduled appointments.
- If it is the therapist/clinic who must cancel your visit, attempts will be made to arrange treatment with another therapist, or for another day.
- You may be DISCHARGED from therapy if:
 1. You miss two consecutive appointments without calling to cancel.
 2. If you cancel three or more appointments within two weeks, except in the case of illness or emergency.
 3. You are late for your appointments five times.
- Your doctor and/or insurance company will be contacted regarding possible discharge due to lack of attendance.
- ***Patients with worker's compensation coverage who have excessive misses (3 or more) will be reported as non-compliant and thereby run the risk of losing all benefits paid by their WC carrier.***

I have read and understand the above statements.

Patient Signature _____

Date _____