

MISSION VALLEY PHYSICAL THERAPY

NO-SHOW/CANCELLATION POLICY

Please read carefully

We realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable; however, advance notification allows us to fulfill other patient's scheduling needs and keeps the clinic operating at its most efficient level. Due to our one-on-one treatments, missed appointments are a significant inconvenience to your physical therapist, the clinic and other patients.

1. Please provide our office with 24-hour notice to change or cancel an appointment. Patients who do not attend a scheduled appointment or do not provide 24 hour notice to change a scheduled appointment may be responsible for an office visit charge. This charge cannot be billed to insurance and must be paid before the next scheduled appointment.
2. We reserve your appointment time just for you. We do not double book our patients so that we may provide optimum treatment outcomes for all our patients. 24 hour notice allows us to place another patient in your cancelled appointment time to receive needed treatment.
3. Certain accident or work comp claim adjusters expect regular attendance to physical therapy as a requirement of an approved treatment plan. If appointments are missed or cancelled on a regular basis it could affect the status of your claim. Your treatment plan has been established by your medical practitioners to get you back to your regular activities as quickly as possible. Missing appointments hinders that process and may end up prolonging recovery.
4. After missing three appointments without notification you may be dismissed from our clinic. We will be happy to send your records to another clinic for your care.

Thank you for providing our office and our patients with this courtesy. Signing below indicates you understand and agree to the terms of this policy.

Signature of Patient

Date