

**To Our Patients Regarding Our Cancellation,
Late Arrival and No-show Policy**

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. *In addition, we would appreciate it if you could make every effort to be on time to keep your therapist's schedule running smoothly.*

_____ We require a **24-hour notice** in the event of 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 treatments that week whenever possible. (In some cases, this may not work since some forms of treatment do not work well if given two sequential days.)

_____ There is a **\$70 charge for a cancellation without proper notice**. This charge will not be covered by insurance, but will have to be paid by you personally prior to being seen for your next appointment.

_____ If you are more than 10 minutes late for your appointment, we will be unable to see you and you **will be charged the full fee of \$70**.

When a patient doesn't show as scheduled, three people are hurt:

- 1) The patient: they don't receive the treatment that was prescribed.
- 2) The therapist; has a gap where your time was reserved in their schedule.
- 3) Another patient; who could have been scheduled for treatment if there had been proper notice.

Please cooperate with us in this regard and we will have you out of pain and back to full function swiftly. We're looking forward to working with you.

Patient Signature

Date

Interviewer Signature

Date