

## **Canyon Physical Therapy & Aquatic Rehabilitation Cancellation / No Show Policy**

The therapists and staff of Canyon Physical Therapy & Aquatic Rehabilitation are glad you are here. *You* are the reason this Physical Therapy practice exists, and we promise to never forget that! Your successful rehabilitation is our top priority. To achieve the best possible outcome we and/or your doctor have recommended a particular treatment schedule. To attain these results, it is very important that you attend your therapy sessions as scheduled.

We promise that 100% of our effort will go into your rehabilitation, but we need 100% from you as well. We reserve time in our schedule specifically for you. With this in mind, we ask your cooperation by making every effort to keep scheduled appointments.

Please take a moment to review the guidelines we have put in place to ensure that you get the most out of your experience at Canyon Physical Therapy & Aquatic Rehabilitation.

- **Please give at least 24 hour notice in the event of a cancellation. If you are unable to give 24 hour notice, please contact us as soon as possible.**
- **If you are more than 15 minutes late, your appointment will more than likely need to be rescheduled due to conflicting appointments and a no show will be recorded for that day. If you are aware that you are going to be late, please call the office and let us know.**
- **If you do not call, you are considered a NO SHOW. You will receive one courtesy call after your first No Show, any additional No Shows will result in removal from any future scheduled appointments. You will need to call to resume and reschedule your appointments for physical therapy. The accumulation of 3 No Show appointments will result in discharge from the therapy program. You will be required to obtain a new order from the referring physician before any further appointments can be scheduled.**
- **Three (3) late cancellations (within less than 24 hours of your scheduled time) within a 30 day period will also result in discharge from the therapy program**
- **You may be subject to a \$25.00 charge for a cancellation without proper notice (notice given within less than 24 hours of your scheduled time). This charge will not be covered by insurance, but will have to be paid out of pocket.**

**Worker's Compensation** and Personal Injury patient's documents of **any** missed or cancelled appointments are forwarded to your case manager and primary care doctor. This could jeopardize your claim and prolong or stop any benefits you may be entitled to.

Please DO NOT CANCEL if you are feeling worse and believe the treatment is not working. Keep your appointment and discuss any changes with your therapist. Please understand that your pain will probably fluctuate as your course of treatment progresses.

Please DO NOT CANCEL if you are feeling better. Keep your appointment in order to progress your plan and prepare for discharge.

When you don't show as scheduled, three people are hurt. You, because you don't get the treatment you need; 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.

We appreciate the opportunity to provide you "Uncompromising Care". Thank you for your consideration of our staff and other patients.