



To Our Patients Regarding Cancellations and No-Shows



We take cancellations and no-shows seriously at Fyzical Therapy & Balance Centers.

Please circle which type of appointment reminder you prefer:

Text Message or Phone Call

We know that your appointments and treatments can make a difference in whether or not you are successful in your goals. 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. Other than that, all you need to do is follow your therapist’s instructions and we will be able to help you achieve your goals in treatment.

- **We require 24 hours notice** if you need to cancel your appointment. 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.
- **There is a \$25.00 charge for a cancellation without 24hr notice and \$60 if there is a No-Call, No-Show.** This charge will *not* be covered by insurance but will have to be paid by you personally.
- **For our Military, Worker’s Compensation and Personal Injury Patients:** We are responsible for letting your medical staff and case manager know if you are not compliant in your attendance to Physical Therapy. Documentation of any missed appointments is forwarded to your Medical Officer, Case Manager and Primary Physician. This could jeopardize your claim or authorizations.
- You might need to see a therapist other than the one who normally treats you if you do re-arrange your appointment. All our therapists are experienced professionals, and they will study your patient chart, so you will be in good hands.
- Please understand that your pain will probably increase and decrease as your course of treatment progresses and before it is finally erased. Either condition can seem to be a reason not to come in: a) You are feeling worse and think the treatment is not working or, b) You are feeling better and it’s a great day for windsurfing. Neither of these conditions is legitimate as a reason not to come. If you are in pain, come in and get it fixed. If you are out of pain, now is the time that we begin doing some real correction of the underlying causes of your problem, educate you so you will not re-injure yourself, etc.

When you do not show as scheduled, three people are hurt: You, because you do not get the treatment you need as prescribed by the doctor and/or PT; the therapist, who now has a space in their 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 your cooperation and understanding. We look forward to working with you.

Patient Signature

Date

Office Staff Signature