



## *Cancellation and “No-Show” Policy*

Please carefully review the following guidelines concerning your scheduled visits here at Physical Therapy of Idaho. The following information has direct implications on the success of your treatment.

- A 24 hour notice either by phone or personal visit is expected when canceling a scheduled appointment.
- Calls which are left on the message machine after hours are also acceptable means to cancel appointments as long as they are at least 24 hours in advance.
- You will be charged \$10 for each scheduled appointment missed if cancellation policy is not followed correctly. **This charge is to be paid by you, not your insurance company**, at the next scheduled visit.
- A charge of \$15 will be assessed to persons who simply fail to show up and who do not call at any time to inform the office of their inability to attend their appointment.

Please understand your pain may increase or decrease as your course of treatment progresses. This is not a sufficient reason alone to miss any scheduled appointment. If you are feeling worse or better after treatment please continue to attend your appointments as this will give our therapist a chance to address your progress.

Patients are to avoid bringing their small children to their scheduled appointments. We realize, however, this is not always possible. In the event that your children must be with you at your appointment, we ask that they be supervised by someone else who is with you and that they remain in our waiting area at all times. This is both for their safety as well as the other patients privacy.

Thank you for your cooperation. Please address any questions/concerns you have with our front desk personnel.

Patient Signature \_\_\_\_\_

Date \_\_\_\_\_