

TO OUR PATIENTS REGARDING CANCELLATIONS AND NO-SHOWS:

Welcome to the River Rehab family!! We are thrilled you have selected us to be part of your healthcare team, and we are dedicated to providing you with exceptional care. As part of your care, your therapist will work with you to set goals to achieve optimal results. We encourage you to be consistent with your appointments because continuous therapy brings faster results.

Appointment times are reserved exclusively for you, and automated notifications of upcoming appointments are sent out by our office. If you are unable to keep your appointment, we kindly request you call at least 24 hours in advance to allow us to offer that time to another patient in need of treatment. Please keep in mind that repeated late cancellations or no-shows are disruptive to the optimal delivery of care to you and our other patients. Missed appointments prevent other patients from coming in at the same time and affects the consistency of your own rehabilitation program. As a result, **3 late cancellations or no-shows will result in discontinuing physical therapy at River Rehab Physical Therapy.** In the event you are discharged from our care, your referring provider or case manager will be notified of the reason for discharge from physical therapy. Late cancellations due to illness or family emergency are excluded from this policy.

The following charge will apply for a missed appointment without notifying us in advance: \$25 This charge is not covered by health insurance benefits and is the responsibility of the patient/responsible party.

Please remember, our primary goal is to help you get better. Your full participation is critical in helping you reach this goal. We look forward to working with you!

Patient/Patient Guardian Signature

Date

Staff Signature

Date