

Attendance Policy

Thank you for choosing First Rehab & Sport for your therapy services. In order for us to best help you, consistent attendance is essential. For this reason, all therapy sessions are important, and cancellations/no-shows are discouraged. We ask our patients to be on time for scheduled appointments. We do our best to respect your time by working hard to stay on schedule, and we appreciate you doing the same. Missed or shortened appointments prevent other patients from coming in at the same time and affect the consistency of your own rehab program. Please take a moment to review our attendance guidelines:

- In the event that you will be late for an appointment, please call our office at (269) 795-4230 as soon as possible to notify us of your expected arrival time. Please understand that your PT session may have to be shortened if you arrive late. If you are more than 15 minutes late, your appointment will likely be rescheduled. If you are more than 15 minutes late for 2 visits, you will be charged a \$35.00 late fee.
- We require at least 24 hour notice in the event of a cancellation. This advance notice will allow us the opportunity to give that appointment to another patient.
- **If you miss a scheduled appointment without providing notice at least 24 hours in advance, you will be charged a \$35.00 NO-SHOW/CANCELLATION FEE.**
- Cancellations due to illness or family emergencies will be excluded from this policy. If you are sick, please call us, but do not come to therapy. You will not be charged a fee.
- **NO SHOW FEES are NOT covered by insurance. Payment of these fees is your responsibility.**
- **3 NO-SHOWS or cancellations may result in DISCHARGE from physical therapy.** In the event that you are discharged from our care, your referring provider or case manager will be notified of the reason for discharge from physical therapy.
- For Workers Compensation and Auto Insurance clients, we are obligated to inform your case manager of non-compliance with attendance.

I understand First Rehab & Sport's cancellation and no-show policy. It is my responsibility to plan appointments accordingly and notify First Rehab & Sport if I cannot fulfill my scheduled appointment. I understand that payment for my missed or cancelled appointment will be expected at the time of cancellation.

PRINTED NAME: _____

SIGNATURE: _____

DATE: _____