

NORTH BAY PHYSICAL THERAPY CANCELLATION, NO-SHOW, & LATE POLICY

The following are policies regarding cancellations, no-shows, and showing up late for your appointment. We take this subject seriously at *North Bay Therapy* because it can make the difference in the success of a patient's treatment. Usually the patient's referring doctor and/or the physical therapist have prescribed a set frequency of treatment. Showing up as scheduled for these visits and following the physical therapist's instructions are the patient's most important jobs. With these policies in place, we will be able to help our patients achieve their goals in treatment.

Initial _____ ⇨ **24-Hour Notice for Cancellations** – Please **try** to provide *North Bay Therapy* with a 24 hr notice if you are unable to keep your scheduled appointment. This will allow us to fill your spot with another patient. We understand that emergencies happen, and this will not always be possible. Consistent cancellations could result in discharge from *North Bay Therapy's* physical therapy program.

Initial _____ ⇨ For **Worker's Compensation** and **Personal Injury** patients, documentation of any missed appointments will be forwarded to the patient's case manager and referring physician. By missing appointments the patient could jeopardize his/her claim and result in discharge from *North Bay Therapy's* physical therapy program.

Initial _____ ⇨ **No Shows** - Three (3) consecutive no-shows will result in discharge from *North Bay Therapy's* physical therapy program.

Initial _____ ⇨ **Late Policy** – If you show up more than fifteen (15) minutes after your scheduled appointment time, you may be asked to reschedule.

It is also important to understand that a patient's pain may fluctuate throughout the course of treatment. Some patients may experience a reduction in overall pain while others may feel a slight increase. This is normal. Please do not discontinue treatment unless you have spoken with our Physical Therapist. An additional and important long term goal is the education of our patients in order to avoid re-injury in the future. This is an important part of the treatment process and will occur during the patient's therapy sessions – another important reason to follow through with the complete treatment process.

When a patient does not maintain his/her proper schedule, three people suffer.

1. **The patient** because treatment is not being received as prescribed by the patient's doctor or physical therapist; therefore hindering the healing process.
2. **The physical therapist** who has reserved that particular appointment time for you personally.
3. **Any other patient** who could've been seen in your place.

As a result, if three (3) appointments are missed in a row, all future scheduled appointments will be removed from the schedule, and a letter will be forwarded to the patient's referring physician. It will then be up to the patient to reschedule future appointments with the front desk, delaying overall treatment. The patient may also be required to obtain a new order from the doctor to attend physical therapy.

Patient Signature _____

Date _____