



## **Appointment Cancellation and No Show Policy**

Failure to keep your scheduled appointments at Journey Physical Therapy hinders our ability to provide the best care to our patients.

We ask that you show us consideration by calling at least 24 hours prior to your appointment if you are unable to attend. This will allow us the opportunity to offer that appointment to another patient.

Repeated cancellations or no-shows prevent other patient patients from coming at the same time and affect the consistency of your own rehabilitation program. As a result, 3 late cancellations or no shows will result in discontinuing physical therapy at Journey Physical Therapy, per the discretion of the Physical Therapist. In the event that you are discharged from our care, your referring provider or case manager will be notified of the non-compliance of attending physical therapy.

At Journey Physical Therapy we reserve the right to charge a cancellation/no-show fee of \$60.00 for failure to give a 24 hour notice prior to cancelling or no-showing to a scheduled appointment, per the discretion of the Physical Therapist. This fee cannot be billed to your insurance company and will be your direct responsibility.

I understand Journey Physical Therapy's appointment cancellation/no-show policy and understand my responsibility to plan appointments accordingly and notify Journey Physical Therapy appropriately if I have difficulty fulfilling my scheduled appointments. This policy will remain effective for the patient for the current plan of care and any future plans of care unless noted.

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_