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## ATTENDANCE POLICY

Rapid Rehabilitation strives to provide each patient with the highest quality of care while attempting to accommodate your schedule for your convenience. Therefore, we provide reserved time slots for each patient with a specific therapist in order to minimize your waiting and assuring continuity of treatment. We take this subject seriously at the clinic, because it can make the difference between whether you succeed in your treatment or not. The following are our policies regarding cancellations and no shows.

- We require 48 hours' notice in the event of a cancellation. It is your responsibility when you call in to have an alternative time in mind that will ensure you get the full determined number of treatments that week whenever possible.
- There is a \$40 charge for a cancellation without proper notice. This charge will not be covered by your insurance, but will be paid by you personally.
- For Worker's Compensation and Personal Injury patients, documentation of any missed appointments is appropriately reported to your Case Manager & Primary Physician and this could jeopardize your claim.
- You may need to see a therapist other than the one who normally treats you if you do rearrange your appointment. All of our therapists are experienced professionals and they will study your patient chart, so you will be in good hands.
- Please understand that your pain will probably increase and decrease as your course of treatment progresses and before it is finally erased. Either condition can seem to be a good reason not to come in: a) you're feeling worse and think the treatment is not working or, b) you're feeling better and it's a great day for wind-surfing. Neither of these conditions is a legitimate reason not to come in: a) if you're in pain, come in so your physical therapist can assess your condition and assist in reducing your symptoms, b) if you're out of pain, now is the time that we can begin doing some real correction of the underlying causes of your problem and educate you so you won't re-injure yourself, etc.
- Failure to show up for an appointment ("NO-SHOW") without notifying us will result in a fee being charged for that appointment. Furthermore, 2 consecutive no-shows will result in the cancellation of all remaining scheduled appointments.
- At weeks-end, ALL PATIENTS, regardless of insurance/third party payor, will be charged a \$40 CANCELLATION FEE for each late, late-cancelled, or no-show appointment. THE PATIENT IS RESPONSIBLE FOR THE FEE, NOT THE INSURANCE/THIRD PARTY PAYOR.
- No cancellation fee will be charged if the missed appointment is made up within the same week it was scheduled on a day that you do not have another appointment scheduled.
- All cancellations and no-shows will be documented in your medical record and appropriately reported to your physician and insurance/third party payor.
- Repeated failure to comply with this ATTENDANCE POLICY will result in your name being placed on a "Schedule Based on Availability" list. This will require you to call for an open appointment on each day you would like to receive therapy. We will do everything possible to accommodate you, as space on the schedule permits.
- In cases of inclement weather, please call our office for closing and delays.

When you don't show as scheduled, three people are hurt: you, because you don't get the treatment you need as determined by the doctor and/or PT; the therapist who scheduled the time for you, and your treatment; and another patient who could have been scheduled for treatment if you had given proper notice.

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Patient Signature

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Date