

# *Aquacare Physical Therapy*

## Cancellation & Missed Appointment Policy

At Aquacare Physical Therapy we make every effort to schedule your appointments at the most convenient time of the day to accommodate your busy schedule. We understand that occasionally there may be a need to reschedule an appointment. In order to be respectful of other patient's needs, please be courteous and call our office **24 hours** in advance if you are unable to attend an appointment.

Appointments that are not canceled within 24 hours or missed ('no-show') will be subject to the following policy.

- **First not cancelled/missed appointment:** there will be no charge.
- **Second and subsequent not cancelled/missed appointment:** \$25 fee will be billed to your account; this fee will not be covered by your insurance and payment will be required at your next appointment.
- **Third not cancelled/missed appointment:** \$25 fee will be billed to your account; we reserve the right to discharge you from our practice and notify your doctor that you have been non-compliant with the physical therapy program prescribed by your doctor.

Please understand that this policy is intended to improve the quality of care that you received from our clinics. Aquacare desires the very best outcome for our patients and compliance with the prescribed therapy treatment schedule is vital to achieve this. We thank you in advance for your understanding.

**I have read and understand the Cancellation and Missed Appointment Policy as described above and agree to make every effort to maintain my therapy schedule to maximize the benefits of physical therapy.**

\_\_\_\_\_  
Signature of Patient or Legal Guardian

\_\_\_\_\_  
Date

**OFFICE USE ONLY**

PATIENT HAS RECEIVED A COPY OF THIS POLICY \_\_\_\_\_  
STAFF INITIALS