



# Aquacare Physical Therapy

**AQUACAREPHYSICALTHERAPY.COM**

Konlian, O'Neill, & Associates | Excellens Aquacare Physical Therapy | Syracuse Physical Therapy Partners | Fitness Forum of Aquacare

## 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.

I understand that telehealth is an option for treatment if I am unable to come in physically for treatment. \_\_\_\_\_ initials

This policy is intended to improve the quality of care that you receive 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

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**OFFICE USE ONLY**

Patient has received a copy of this policy \_\_\_\_\_ Staff Initials

**SALISBURY, MD**  
106 Milford Street, STE 601  
Salisbury, MD 21804  
Phone: 401-548-7600  
Fax: 410-548-2651

**SALISBURY, MD**  
659 S. Salisbury Blvd, STE 1B  
Salisbury, MD 21801  
Phone: 410-677-0700  
Fax: 410-677-0883

**EASTON, MD**  
598 Cynwood Drive, STE 101  
Easton, MD 21601  
Phone: 410-770-9720  
Fax: 410-770-9725

**ANNAPOLIS, MD**  
2448 Holly Avenue, STE 200  
Annapolis, MD 21401  
Phone: 410-295-4941  
Fax: 410-295-5207

**West Ocean City, MD**  
12308 Ocean Gateway, Unit 8  
West Ocean City, MD 21842  
Phone: 410-677-0700  
Fax: 410-677-0883

**Billing Office**  
659 S. Salisbury Blvd, STE 1B  
Salisbury, MD 21801  
Phone: 877-860-5910  
Fax: 410-860-5912

**LEWES, DE**  
20684 John J. Williams Hwy, STE 2  
Lewes, DE 19958  
Phone: 302-945-0200  
Fax: 302-945-6959

**Lewes, DE**  
34434 King Street Row, STE 1  
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Phone: 302-200-9920  
Fax: 302-703-6652

**MILLSBORO, DE**  
26744 John J. Williams Hwy, STE 6  
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Fax: 302-945-3190

**MILLVILLE, DE**  
38069 Town Center Drive, Unit 15  
Millville, DE 19967  
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**SEAFORD, DE**  
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Seaford, DE 19973  
Phone: 302-536-1774  
Fax: 302-536-7096

**MILFORD, DE**  
21 W. Clarke Ave, STE 1500  
Milford, DE 19963  
Phone: 302-491-4196  
Fax: 302-503-7160