



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, **regardless of rescheduling the appointment**.

- **First canceled/missed appointment:** there will be no charge.
- **Second and subsequent canceled/missed appointments:** \$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 canceled/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

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
Lewes, DE 19958
Phone: 302-200-9920
Fax: 302-703-6652

MILLSBORO, DE
26744 John J. Williams Hwy, STE 6
Millsboro, DE 19966
Phone: 302-945-4250
Fax: 302-945-3190

MILLVILLE, DE
38069 Town Center Drive, Unit 15
Millville, DE 19967
Phone: 302-539-3110
Fax: 302-539-7237

SEAFORD, DE
15 Fallon Avenue
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