

INTEGRITY REHAB

POLICY on CANCELLED and MISSED APPOINTMENTS

We make every attempt to schedule patients in the following manner:

1. Times that are most convenient for them
2. Placing them with the appropriate clinician
3. Placing them with the same clinician(s) for consistency

To do so, we must be able to rely on patients to attend appointments as scheduled, unless adequate notice is given. Therefore, our policy on cancelled/missed appointments is as follows:

- Any appointment cancelled with less than 24 hours notice will result in a \$25.00 fee. Exceptions will be made at our discretion for instances of illness, family emergency, etc. This fee can NOT be billed to your insurance company. You are 100% responsible for this fee.
- Any missed appointment (without 24 hours notice) will result in a \$25.00 fee.
- Arriving 15 minutes late (or more) for an appointment may be considered a forfeit of the appointment (at the clinician's discretion)
- Two consecutive missed appointments (without notifying us) will result in removal from the schedule and possible discharge from Physical Therapy at Integrity Rehab
- Three cumulative (total) missed appointments or cancellations will result in removal from the schedule and possible discharge from Physical Therapy at Integrity Rehab.
- In extenuating circumstances, you may appeal to the Clinic Director at jmitchell@integrityrehab.net.

We appreciate your courtesy and cooperation. If you have any questions or concerns, please do not hesitate to discuss them with the Clinic Director.

I have read the above policy. I understand it and agree to comply with it.

Signature: _____ Date: _____