

Cancellation and No-Show Policy

Integrity Rehab staff strive to plan and develop specialized treatment based on your or your child's needs. **Please review the following carefully.**

Benefits

Benefits of Therapy:

- Receive maximum benefit in your healing process, by arriving on time
- Learn strategies to achieve quality progress by coming to every appointment
- Receive the best care by providing a convenient time to come
- Increase your understanding and participation by having a consistent appropriate clinician.

No-Shows

When you don't call or come for your appointment you are considered a **NO-SHOW** and have these consequences:

- Charged with a \$25 fee
- This fee **WILL NOT** be billed to your insurance co.
- Two (2) consecutive No-Shows will result in you or your child being removed from scheduled therapy
- Three (3) No-Shows within a three (3) month period, you/your child will be dismissed/therapy

Same-Day Cancellations

When you cancel your appointment in less than **24 hours**, these consequences will result:

- Charged with a \$25 fee
- This fee **WILL NOT** be billed to your insurance co.
- Two (2) consecutive cancellations in less than 24 hours will result in you or your child being removed from scheduled therapy
- Three (3) cancellations in less than 24 hours within a three (3) month period, you/your child will be dismissed from therapy

CANCELLATION AND NO-SHOW POLICY continued

**EXTENUATING CIRCUMSTANCES, QUESTIONS, AND CONCERNS
MAY BE DIRECTED TO:**

The Administrator	Jeanice Mitchell, MPT, BCB-PMD	jmittchell@integrityrehab.net
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GENERAL HEALTH

**Please call and CANCEL your therapy session if you or your
child are experiencing any of the following:**

FEVER	Must be FEVER FREE for 24 hours
EXCESSIVE COUGHING	Must be SYMPTOM FREE for 24 hours
EXCESSIVE NASAL DISCHARGE	Must be SYMPTOM FREE for 24 hours
DIARRHEA	Must be SYMPTOM FREE for 24 hours
VOMITING	Must be SYMPTOM FREE for 24 hours
ANY CONTAGIOUS DISEASE	Must be SYMPTOM FREE for 24 hours
ANY ILLNESS PREVENTING ATTENDANCE TO WORK OR SCHOOL	Must be SYMPTOM FREE for 24 hours

**YOU AND YOUR CHILD must be SYMPTOM FREE
for 24 hours prior to coming for therapy.**