

Cancellation and No-Show Policy

The Integrity Rehab staff strives to plan and develop specialized treatment based on your needs or on 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.

When you don't call or no show

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.

When you cancel in less than 24 hours

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.

GENERAL HEALTH Guidelines

Please *call to cancel* and *do not come* to therapy if you or your child have any of the following conditions. Thank you!

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

To *avoid* a Cancellation/No-Show *Fee* you must cancel at least 24 hours prior to your appointment. If you cancel in less than 24 hours you must have a doctor's note to *avoid* the *Fee*.