

# Cancellation and No-Show Policy



The Integrity Rehab staff strives to plan and develop specialized treatment based on your needs or your child's needs. *Please review it carefully.*

## 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 don't 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 from 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.*