



CANCELLATION / NO SHOW POLICY

Due to the nature of rehabilitation services, your progress and full recovery are dependent on both our experienced therapists and your active participation to your appointments. While we are sensitive to the fact that an emergency may occur, and/or a scheduling conflict may be unavoidable, this decreases our ability to accommodate the scheduling needs of the other patients we serve. Please note our no-show/cancellation policy below:

If you need to cancel your appointment, please contact Progressive Therapy at least one day prior to your appointment. If you call to cancel your appointment on the same day as your appointment, a \$25.00 cancellation fee will be assessed. The fee will be due at your next scheduled appointment. An appointment rescheduled for the same day or within 5 calendar days will not be subject to the cancellation fee.

If you have a scheduled appointment and do not show for this appointment, a \$25.00 no-show fee will be assessed. Again, the fee will be waived if you reschedule the missed appointment within 5 calendar days.

Certain accident claims adjusters expect regular attendance to your therapy sessions as a requirement of an approved treatment plan. If appointments are missed on a regular basis, this could impact the status of your claim.

After missing 3 appointments without notice, you may be placed on a "schedule based on availability list." We will do everything possible to accommodate you based on the existing schedule. Also, if you are 15 minutes late for your scheduled appointment, we may have to reschedule your appointment.

We believe this policy is necessary for the benefit of all our patients, enabling us to continue with high quality treatment programs for everyone.

All the staff at Progressive Therapy appreciate your anticipated adherence and cooperation with this policy. We are here to help you attain all your goals and optimize your outcome.

Signature _____

Date _____