

SOUTHSIDE PHYSICAL THERAPY

To Our Patients Regarding Cancellations and No-Shows

The following are our policies regarding cancellations and no-shows. We take this subject seriously at the clinic because it can make the difference between whether you succeed in your treatment or not. Usually your referring doctor and/or your therapist has prescribed a set frequency of treatment. Showing up as scheduled for these visits is your most important job. Other than that, all you need to do is follow your therapist's instructions, and we will be able to help you achieve your goals in treatment.

- We require 24 hours notice in the event of a cancellation. It is your responsibility when you call to have an alternative time in mind that will ensure you get the full prescribed number of treatments that week whenever possible.
- There is a \$25 charge for a cancellation without proper notice. This charge will not be covered by insurance but will have to be paid by you personally.
- For Workers' Compensation and Personal Injury patients, documentation of any missed appointments will be forwarded to your Case Manager/Attorney and Primary Care Physician, which could jeopardize your claim.
- You may need to see a therapist other than the one who normally treats you if rearranging your appointment. All of our therapists are experienced professionals, and they will review your patient chart to follow up and ensure proper care. You will return to your original therapist with the next regularly scheduled visit.
- Please understand that your pain will probably increase and decrease as your course of treatment progresses before it completely ceases, if possible. Either condition can seem to be a reason not to come if a) you're feeling worse and think the treatment is not working, or b) you're feeling better, and it's a great day for outdoor activity. Neither of these conditions is legitimate as a reason not to come. If you're in pain, come in and get relief, but if you're pain-free, now is the time that we can analyze the underlying causes of your problem in an effort to prevent re-injury.

When you don't show as scheduled, three people are affected: 1) You, because you don't get the treatment you need as prescribed by the doctor and/or P.T. 2) The therapist who now has a space in their schedule since the time was reserved for you personally. 3) Another patient who could have been scheduled for a treatment if you had given proper notice.

Please cooperate with us in this regard. We're looking forward to working with you.

Patient Signature _____

Date ____/____/____

Interviewer Signature _____

Date ____/____/____