

sPorT plus physical therapy, llc

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CANCELLATION POLICY

We realize that emergencies and other scheduling conflicts arise and are sometimes unavoidable. However, advance notice allows us to fulfill other patient's scheduling needs and keeps the clinic operating at its most efficient level. Due to our one on one treatments, missed appointments are a significant inconvenience to your physical therapist, the clinic, and other patients.

This policy is in place out of respect for our therapist AND our clients. Cancellations with less than 4 hours notice are difficult to fill. By giving last minute notice or no notice at all you prevent someone else from being able to schedule into that time slot and leave a hole in your therapist's schedule.

1. Please call us @ (715)339-6140 by 2:00pm the day prior to your scheduled appt, or with as much courtesy notice as possible before your scheduled time to notify us of any changes or cancellations. Patients who do not attend a scheduled appointment or do not provide at least 4 hours notice to change a scheduled appointment may be responsible for a \$25.00 service fee . This charge cannot be billed to insurance and must be paid by the patient .
2. We reserve your time specific appointment just for you. We select the required time felt necessary to provide optimum treatment outcomes for all our patients. At least 4 hour notice allows us to offer that time to another patient.
3. Certain accident claims adjusters expect regular attendance to physical therapy as a requirement of an approved treatment plan. If appointments are missed or cancelled on a regular basis it could affect the status of your claim. Your treatment plan has been established by our medical practitioner(s) to get you back to your regular activities as quickly as possible. Missing appointments hinders that process and may end up prolonging recovery.
4. We understand illnesses, and emergencies just "pop up", or you just forget. Each patient will be given one "grace" missed or cancelled appointment. After that "grace" appointment is used, missed or cancelled appointments start to accrue.
5. After three missed or cancelled appointments without the proper notice, you may be placed on a short call scheduling list for your treatments, which would not allow you to schedule appointments in advance. If the number of missed or cancelled appointments is greater than 50% of your scheduled appointments, your spell of illness for your current treatment may be discontinued at our facility at the discretion of the physical therapist.

Note: You will never be charged for a cancellation if it is made more than 4 hours in advance of your scheduled appointment time.

The cancellation policy is valid for _____ years (to be completed by the patient) from the date of signature. If the number of years is left blank, this policy will expire 2 years from the date of signature.

I have read, understand, and agree to abide by the policy above.

Print Name: _____

Date: _____

Signature of Patient (Parent/Legal Guardian if patient is a minor)

Thank you for providing our office and our patients with this courtesy.