Cancellations and No-Show Policy

The following are policies regarding cancellations and no shows. We take this subject seriously at Partner’s in Physical Therapy because it can make the difference in the success of a patient’s treatment. Usually the patients referring Doctor and / or Physical Therapist have prescribed a set frequency of treatment. Showing up as scheduled for these visits and following the Physical Therapist’s instructions are the patient’s most important jobs. With these two ingredients in place, we will be able to help our patients achieve their goals in treatment.

- **24 Hour Notice for cancellations.** A **$25.00 charge for a cancellation** will be applied to your account if Partners in Physical Therapy is not notified 24 hours prior to the scheduled appointment. This charge will not be submitted to insurance or other payers and is the responsibility of the patient personally.

- For Worker’s Compensation and Personal Injury patients, documentation of any **missed appointments will be forwarded to the patients' Case Manager and Primary Physician.** By missing appointments the patient could jeopardize his/her claim.

- Partners in Physical Therapy has several experienced Physical Therapists on staff. While, patients may be placed with a different treating therapist on any given appointment, it is important to note that each Physical Therapist is in constant communication with each other regarding the appropriate course of treatment. Each of our patients will always be in good hands.

- **It is important to understand that a patient’s pain may fluctuate throughout the course of treatment.** Some patients may experience a reduction in overall pain while others may feel a slight increase. This is normal. Please do not discontinue treatment unless you have spoken with one of our Physical Therapists. An additional and important long term goal is the education of our patients in order to avoid re-injury in the future. This is an important part of the treatment process that will occur during the patients therapy sessions—another important reason to follow through with the complete treatment process.

When a patient does not maintain his/her proper schedule, three people suffer. **The Patient,** because treatment is not being received as prescribed by the patients Doctor and / or Physical Therapist; **The Physical Therapist** who has reserved that particular appointment for you personally; and **any other patient** who could have been seen in your place.

As a result, if three appointments are missed in a row, all future scheduled appointment will be removed from the schedule and a letter will be forwarded to the patients' primary referral source. It will then be up to the patient to reschedule future appointments with the front desk, delaying overall treatment.