

Cancellation / No Show Policy

- We require 48-hour notice to reschedule or cancel your therapy appointments. A message may be left on our voicemail after hours.
- A cancellation fee of \$155 may be charged if sufficient notice is not provided.
- Payment arrangements may be required to schedule appointments if three cancellations occur, regardless of reason, without 48-hour notice.
- Insurance will not reimburse cancellation fees.
- To avoid a cancellation fee, please call our office within 48-hours (or more) of your scheduled appointment time. You may also leave a message on our voicemail after hours.
- Reminder calls & emails are a courtesy to you. If you do not receive a reminder call or email, you are still responsible for attending your scheduled appointment.
- Your therapist reserves time especially for you. Missed appointments compromise our ability to address your physical therapy needs, as well as the therapy of other patients waiting to be seen.
- Any No Show/Cancellation fee incurred must be received by our office within 60 days of the missed appointment date to avoid interruption in therapy treatment. After 60 days of non-payment, interest accrues at 2% per month. After 120 days of non-payment, the account will be sent to Collections and the patient will be discharged from Hands on Therapies.

I, _____ understand that I am responsible for attending
Patient/Responsible Party - Please Print
scheduled appointments and may be charged \$155.00 cancellation fee if 48-hour notice is not provided.

(if client is a minor or legal dependent, print client name here)

Patient / Responsible Party Signature

Date