



Physical Therapy Attendance Policy

Foothills Physical Therapy Group strives to provide the highest quality of care while attempting to accommodate each patient's schedule. We provide each patient a reserved time slot with a therapist to minimize wait time and assure continuity of treatment.

Consistent attendance to the planned treatment regimen is paramount to your care and recovery. We recommend patients to schedule their visits for the duration of their plan of care to have the best chance to make appointments at their preferred time slots.

While we are sensitive to the fact that an emergency may occur, late cancellations, tardiness and missed appointments have a negative effect on our patient's care and our clinic. They also reduce our ability to accommodate the scheduling needs of our patients. Therefore, we request your full cooperation with the following company policies:

- **Late Arrivals**-Patients arriving more than 15 minutes late to their appointment may have to reschedule their appointment.
- **Cancellations**- When cancelling a scheduled appointment, it MUST BE CANCELLED AT LEAST 24 HOURS IN ADVANCE or a Late Cancellation fee of \$40.00 will be charged to the patient.
- **No-Shows**- Failure to attend a scheduled appointment without notice will result in a \$40.00 No-Show fee. In addition, failure to attend 2 consecutive scheduled appointments without notice will result in the cancellation of all remaining appointments, and the patient may be discharged from physical therapy.
- **Fees**- The Late Cancellation and No-Show fees will be the responsibility of the patient, not the insurance. The patient will have to pay these fees on their next visit.
- **Discharge**- A patient may be discharged from our care if they no-show or cancel without 24-hour notice more than 3 appointments in a 3-month period.
- **Record**- All cancellations and no-shows will be recorded on the medical record. Non-compliance with the schedule will be communicated to the referring physician.
- **Monday Cancellations**- If you need to cancel a Monday appointment, please leave a message on our voicemail over the weekend as soon as you can.

By signing below, I acknowledge that I have read the foregoing company policy and agree to its terms.

Signature

Date