



CANCELLATION AND NO-SHOW POLICY

The staff at Optimum Physical Therapy would like to thank you for choosing us as your physical therapy provider. Your success in physical therapy is directly related to your attendance. We will take every step possible in providing you with appointments that are accommodating to your schedule. It is important that you arrive for your appointment on time. Our cancellation and no-show policy is as follows:

- 24-hour notice is required when canceling physical therapy appointments. Please leave a message with our staff or voicemail system.
- Cancellations without a 24-hour notice are liable for a \$40.00 fee.
- All no-shows will be liable for a \$40.00 fee.
- All cancellation and no-show fees will be billed directly to the patient and not the insurance company.
- After 2 no-shows or cancellations without a 24 hour notice, we reserve the right to discharge you from physical therapy.

Your cooperation is greatly appreciated.

Optimum Physical Therapy

Patient Signature

Date