



SHORT-NOTICE CANCELLATION AND MISSED-APPOINTMENT POLICY

Thank you for choosing Focus Physical Therapy, Inc. for your care! We pride ourselves in our expert team and specialized care and will tailor your treatment to your specific needs in each one-on-one, hour long appointment. Your appointment time was scheduled exclusively for you and in an effort to best accommodate your schedule. We ask for the same courtesy and will do our best to make sure that we run on time and make each appointment valuable to you and your needs. As a result of the time and energy placed into your treatment plan, we require a 24-hour cancellation notice.

SHORT-NOTICE CANCELLATIONS

Emergency situations and personal illnesses do occur that may make it impossible to keep a scheduled appointment. In those instances, we will not charge you the missed appointment fee of \$35. Please be advised that a second cancellation of an appointment outside of the required 24-hour notice period will result in a fee of \$35. The cancellation fee is not billable to your insurance provider and is your responsibility. You may call any of our offices at any time to speak with a representative or to leave a message on our answering machines to notify us of any changes to your previously scheduled appointment. Keep in mind that should your therapist encounter an emergency situation or become ill and your appointment is rescheduled as a result, you will not be assessed a fee.

Additionally, when patients do cancel appointments, we will make every effort to minimize the impact to our therapist's schedules. We may, on occasion, contact patients to see if moving them to another time is convenient for both parties. If you are able to accommodate we sincerely appreciate your flexibility. By the same token, if you find that you have a schedule change that conflicts with your previously scheduled appointment, we encourage you to call as quickly as possible to reschedule. If the required schedule change falls outside of the 24-hour notice period but one that we can easily accommodate you will not be assessed the cancellation fee of \$35.

If we are billing a workers' compensation carrier or motor vehicle insurance provider for an existing claim, you cannot be assessed a cancellation fee for missed appointments. Please be advised that we may elect to discontinue your treatment after three missed appointments for those who do not adhere to our policy.

MISSED APPOINTMENTS

Any missed appointment without notice, unless it falls under one of the exceptions mentioned above, will be charged at \$80 to your account and is not covered by insurance.

If we are billing a workers' compensation carrier or motor vehicle insurance provider for an existing claim, you cannot be assessed a cancellation fee for missed appointments. Please be advised that we may elect to discontinue your treatment after repeated late or missed appointments for those who do not adhere to our policy.