



NEW Location Mooretown Road Office

201-B Bulifants Blvd., Williamsburg, VA 23188
P (757) 229-9740 F (757) 229-9741

New Town Office

5388 Discovery Park Blvd., Ste 100, Williamsburg, VA 23188
P (757) 903-4230 F (757) 903-4231

PATIENT MISSED APPOINTMENT POLICY

Cancellations and no-shows are subjects we take seriously because it can make the difference between whether or not you succeed in your treatment. Your referring physician and/or your therapist have prescribed a set frequency of treatment. Arriving as scheduled for these visits is your most important job. Other than that, all you need to do is follow your therapist's instructions and we will be able to help you achieve your goals in treatment.

- We require a **full 24-hours notice** in the event of a cancellation. It is your responsibility, when you call in, to have an alternative time in mind that will ensure you get in the full prescribed number of treatments that week whenever possible. Cancellations are not accepted via email.
- There is a **\$25 charge for a cancellation without proper 24 hour notice**. This charge will not be covered by insurance, but will have to be paid by you personally. There is a **\$50 charge for cancellation without proper 24 hour notice** for specialized appointments including; Women's & Men's Health with Dr. Cheryl Jones. Thank you for understanding.
- For Worker's Compensation and Personal Injury patients, documentation of any missed appointments is forwarded to your Case Manager and Primary Physician and this could jeopardize your claim.
- You may need to see a therapist other than the one who normally treats you if you do rearrange your appointment. All of our therapists are experienced professionals and they will study your patient chart, so you will be in good hands.
- Please understand that your pain will probably increase and decrease as your course of treatment progresses and before it is finally erased. Either condition can seem to be a reason not to come in: a) you're feeling worse and think the treatment is not working or, b) you're feeling better and it's a great day for shopping, golf, etc. Neither of these conditions is legitimate as a reason not to come: a) if you're in pain, come in and get it fixed, b) if you're out of pain, now is the time that we can begin doing some real correction of the underlying causes of your problem, educate you so you won't reinjure yourself, etc.

When you don't show as scheduled, three people are hurt: You because you don't get the treatment you need as prescribed by the doctor and/or PT; the therapist who now has a space in their schedule since the time was reserved for you personally; and another patient who could have been scheduled for treatment if you had given proper notice.

In the instance of repeated non-compliance with your scheduled visits, we also reserve the right to discontinue treatment. We will inform your physician that your plan of care has been discontinued due to non-compliance with the prescribed rehabilitation order.

We value you as our patient. Together we will strive to return you to a healthy life. Thank you for your understanding and your compliance with this policy.