



### **Missed Appointment Policy**

At Comber Physical Therapy and Fusion Chiropractic, LLC we would like to see you get the most of your physical therapy visits or chiropractic care. Your Physical Therapist or Chiropractor will provide you with your plan for care during the evaluation appointment and will inform you of the prescribed number of visits to help you meet your goals. A recent study has shown that patients who adhere to their plan of care increase their ability to have success from physical therapy and chiropractic care by 93%.

Even one missed visit can significantly decrease your success and result in a more chronic problem. We strongly stress the importance of keeping all your scheduled appointments to achieve your personal physical therapy and chiropractic goals.

Our schedule fills up quickly and certain time slots are not always available for patients who need them. For this reason, we require a minimum of 24 hours – or the Friday before a Monday – notice of cancellation, for any reason. When you call, we will assist you in rescheduling this appointment because getting you results is our main goal. As experts, we know that you will not get better if you do not attend your appointment. When you call to cancel an appointment, we expect that you will have other times available so we can reschedule you right away.

**A fee of \$35 is charged for no shows and missed regular appointments. A fee of \$50 is charged for no shows and missed specialty appointments (incl. Evaluations and Women's & Men's Health).** These fees will not be billed to the insurance and are your responsibility. A pattern of no shows and missed appointments may result in discharge from our practice. Please note, to avoid the \$35 cancellation fee, you simply need to call the office and provide 24 hours' notice for any appointments you cannot attend. Calls the night before your appointment will not count as timely notice, so please call us during business hours.

For Worker's Compensation and Personal Injury patients, documentation of any missed appointments is forwarded to your case manager and primary physician. Excessive no shows and cancellations could jeopardize your claims with these insurances. While we understand that illness can strike at any time, repeated cancellations for illness without 24 hours' notice will not be an accepted excuse for untimely notice. While traffic can be unpredictable, we would like you to call us immediately if you are running late for your scheduled appointment, so we can be prepared for your late arrival.

Please be aware that if you are more than 15 minutes late for your appointment, you are missing the time that we have specifically scheduled for your care and we cannot guarantee that we will be able to provide you with your full treatment, as we have reserved the appointment time following yours for someone else. Chronically late patients will be asked to change their appointment time.

For all appointments we expect that you will arrive on time, dressed for your sessions, and ready to begin at your scheduled appointment time. At Comber Physical Therapy and Fusion Chiropractic, LLC we strive to return you to a healthy life. Thank you for your understanding and compliance with this policy.

Patient/Guardian Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Registration: \_\_\_\_\_ Date: \_\_\_\_\_