

Missed Visit Policy

At **Advance Physical & Aquatic Therapy**, our goal is to help all patients reach a fully recovered state. Your physical therapist will provide you with your plan for care during the evaluation appointment and will inform you of the required number of visits to help you achieve your goals. Patients who attend all of their physical therapy visits are 93% more likely to fully recover from an injury, whereas those that miss even one visit have a lower potential for recovery. We want to make sure that you understand that it is extremely important that you attend all appointments. This policy ensures that all of our patients have the opportunity to receive the care they need and deserve.

1. As experts, we know that **you will not reach full recovery if you do not attend your appointments**. To help ensure you have the best chance at recovery, we will work with you to schedule out all of your appointments after your evaluation today and in order to have the best chance at recovery, you will need to attend each visit.
2. Our goal is to begin your treatment sessions on time everytime. For all appointments after your evaluation, **we expect that you will arrive 5 minutes prior to your appointment time**, dressed for your session, and ready to begin on time. This will allow our front office to handle their responsibilities and our specialists to provide the care you need and deserve.
3. If you are 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. **If you are running late, you must call us immediately so we can prepare for your late arrival and consult with your clinician. If you are more than 15 minutes late, your session will need to be rescheduled, and if that occurs, you may incur a missed visit charge.** Chronically late patients will be asked to change their appointment times.
4. Our schedule is very full, and certain time slots are not always available for patients who need them. If you need to cancel or reschedule an appointment, for any reason, **we require notice of any changes by 4pm the day before your appointment & by 1pm on Friday for Monday appointments, so we have enough time to help someone else who needs an appointment time.** While we understand that illness can strike at any time, we still expect that you will work to provide at least a day's notice if you cannot attend a scheduled appointment. When you call to cancel an appointment, have your schedule ready as we will reschedule you right away as our schedule allows.
5. Same-day cancellations and no-shows are not permitted as they hinder other patients from getting the care they need. **There is a \$50.00 fee if you do not provide a day's notice of your appointment change or cancellation. This is non-negotiable, and the fee is your responsibility, as insurance will not cover it. This fee applies to the 2nd and all following cancellations and no-shows.**
6. **To avoid any cancellation fees, patients MUST call the office Monday through Thursday by 4pm the previous day or Friday by 1pm for Monday appointments.**
7. Patients who have **multiple same-day cancellations or no-shows will be removed from the schedule.** We will also notify your physician of your non-compliance.
8. If you are a **worker's compensation patient**, we are required to notify your claims adjuster if you cancel or no-show.

I have read this policy and by signing below I am indicating that I understand this policy.

Patient Signature

Patient Name

Date