



## COMPLIANCE/CANCELATION POLICY

We understand that coming to physical, occupational, or speech therapy on a regular basis is a big commitment but it is very important for progress.

- Why is compliance so important?
  - Your Doctor has prescribed treatment for you, and unless you follow the protocol you will not get better.
  - 1-3 visits per week enables our clinicians to monitor your progress closely and make more frequent modifications if needed.
  - You may have a limited time frame on your health benefit coverage (i.e. 60 consecutive days, etc). You don't want to run out of health benefits prior to completing treatment.
  - Good compliance will ensure that you reach your goals as quickly as possible.
  - If you complete your physical rehab treatment program, you will be eligible to receive one month free of our Stepdown Program. This will enable you to come back 2x per week for 4 weeks to maintain your strength and to make sure you are still doing all your home exercises properly.
- Please be aware that we provide one-on-one care, and often have a waiting list for patients who are waiting to be seen. Because of this, our policy regarding cancellations/no-shows is as follows:
  - **We require 24 hour notice for cancellation; failure to follow this policy will result in discharge from our practice. If you are discharged, your physician/case manager will be notified on non-compliance.**
  - **Note: We understand that unexpected situations can arise (emergency/illness). We simply ask that you contact us as soon as possible to cancel/reschedule.**
  - **A \$25.00 charge will be imposed upon violation of this policy and you will not be seen until it is paid. This fee is not billable to insurance**
- Thank you for trusting us with your care!

Signature: \_\_\_\_\_

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

Witness: \_\_\_\_\_

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