



PATIENT APPOINTMENT POLICY

We strive to provide our patients with the utmost professionalism and excellence of service. Our commitment to your well being and gain of your physical abilities is something everyone in our clinic takes quite seriously. Because we care so much about you, we realize that it would be a disservice to you if we did not emphasize the importance of your own commitment to the care you need to receive and to the actions we ask you to do.

Your adherence to the recommended number of treatments is a vital component of your progress with our services; therefore, we have certain rules that need to be followed in order to ensure the most optimum results. Skipping the recommended frequency of visits will negatively impact your progress and cost more in the long run. We offer a reward (below) for perfect compliance.

We expect you to keep all your appointments. Please write down the date & times of your future appointments. Listed below are the policies regarding missed appointments.

Please read and initial

1. _____ **No-Show:** When a patient is scheduled for an appointment and does not call to cancel or show up for the appointment. (Fee will be assessed)
2. _____ **Cancel without 24 Hour Notice:** When a patient is scheduled for an appointment and calls to cancel but does not give the clinic 24 hours notice. (Fee will be assessed on a case by case basis)
3. _____ **Cancel with 24 Hour notice or more:** We understand that things can happen, however, we would ask that you do everything in your power to make up your appointments. The make-up appointment needs to be in the same week, preferably the very next day if possible. (No fee see below*)

In an instance of 1 and 2 above, we reserve the right to charge you a \$25.00 fee OR the maximum allowed by your insurer.

In instances of repeated non-compliance* with your scheduled visits, we also reserve the right to discontinue care and will inform your physician of the fact that your service has been discontinued due to non-compliance with the prescribed rehabilitation order.

Now the good news. We offer a REWARD to patients who have a perfect attendance record (no instances of 1 or 2 above and attendance with the recommended frequency) and no outstanding balance. You are eligible for ONE FREE PERSONAL TRAINING SESSION of CATZ performance training or adult fitness. Just request your free session when you are released. Sorry, but the offer does not apply if it is not recommended due to your medical restrictions.

We appreciate you greatly as our patient and strive to accomplish wonderful results and success for you.

I have read and understand this policy:

Name: _____

Date: _____