

## 24 Hour Appointment Cancellation Policy

KULP PHYSICAL THERAPY AND MASSAGE has a 24-hour cancellation / rescheduling policy. We are committed to providing you, our valued patients, with excellent quality and convenient physical therapy services. We reserve time in our schedule specifically for you. We ask that you make every effort to keep scheduled appointments, and that you provide at least 24 hours notice for an appointment cancellation.

If you miss your appointment, cancel or change your appointment with less than 24-hours notice, you may be charged a fee (\$35.00 - \$50.00). This fee will be assessed regardless of insurance type as payment is the responsibility of the patient, NOT insurance.

This policy is in place out of respect for our therapists and our clients. Cancellations with less than 24-hours notice are difficult to fill. By giving last minute notice or no notice at all, you prevent someone else from being able to schedule into that time slot.

Please **DO NOT CANCEL** if you are feeling worse and believe the treatment is not working. Keep your appointment and discuss any changes with your therapist. Please understand that your symptoms will probably fluctuate as your course of treatment progresses.

Please **DO NOT CANCEL** if you are feeling better. Keep your appointment in order to modify your plan of care and prepare for discharge.

Occasionally, emergencies arise that make it impossible to keep scheduled appointments, specifically sickness, transportation problems, and family emergencies. All cancellations are reviewed on a case by case basis.

By signing below, you acknowledge that you have read and understand the Cancellation Policy for KULP PHYSICAL THERAPY AND MASSAGE as described above.

Thank you for your understanding and cooperation.

Patient Name (printed) \_\_\_\_\_

Patient Signature \_\_\_\_\_

Parent Signature (if patient under 18) \_\_\_\_\_

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