

Patient Attendance Policy

It is of utmost importance that you schedule and show up for your recommended and scheduled physical therapy appointments to ensure success from your rehabilitation efforts. Please show respect to your physical therapist and to other patients who are waiting to get into the schedule by adhering to the following guidelines:

- Call at least 24 hours in advance to cancel or re-schedule any physical therapy appointments that conflict with your schedule. Cancellations under 24 hours are acceptable only due to illness, death in the family, or other significant family emergency. We try to offer appointment times that are most convenient for your busy schedule. If you need to re-schedule your appointment with short notice, please understand that you may need to see another physical therapist, accept a less than optimal appointment time, or wait until the next scheduled opening becomes available.
- If you have decided to discontinue physical therapy, even if you are feeling better and do not feel you need to attend any additional scheduled appointments, please call us to cancel these sessions at (920) 215-2050 at your earliest convenience. If you do not contact us and if you do not show to 2 (two) scheduled appointments, your chart will automatically be discharged and a notice will be sent to your physician. Your account will be billed \$25 for each missed visit. This balance on your account will not be covered by insurance, and will need to be paid before scheduling any additional appointments at this facility.
- If you cancel 25% of your scheduled visits, you will be charged \$25 for any additional cancellations. This balance on your account will not be covered by insurance, and will need to be paid prior to scheduling any additional appointments at this facility.
- For Worker's Compensation and Personal Injury patients, documentation of missed appointments is forwarded to your Case Manager and Primary Physician. We are not responsible for any resultant adverse effects on your claim.
- Please realize that over the course of physical therapy, it is very common for your pain and symptoms to fluctuate before your symptoms fully resolve. If you are unsure if you should keep your physical therapy appointment(s) due to a change in pain or symptoms, please call us at (920) 215-2050, and we will be happy to assist you in making a decision regarding your future care.

As we strive to meet the scheduling needs for all of our patients, please help us by agreeing to this important attendance policy. If you have any questions at any time regarding your physical therapy sessions, please contact us at (920) 215-2050. We look forward to working with you!

Patient Signature: _____

Date: _____