

## Ocean Shores Therapy Services Cancellation and No-Show Policy

Showing up as scheduled for your appointments is your most important job and can make a difference between whether you succeed in treatment or not. Your symptoms will fluctuate with treatment and either no pain or more pain are not sufficient reason to miss.

Three people are hurt when you don't keep an appointment: YOU because you don't get the treatment you need; the THERAPIST who now has a space in their schedule since the time was reserved for you personally; and ANOTHER PATIENT who could have been scheduled in your spot if you had given proper notice.

- We require a 24-hour notice in the event of a cancellation. It is your responsibility to have an alternative day and time in mind to ensure the fulfillment of the prescribed number of weekly treatments.
- There is a \$25.00 charge for a cancellation without proper notice or a "no-show." This charge will not be covered by insurance, but will be billed to you personally.
- For worker's compensation, personal injury cases, and pain management, documentation of any missed appointments is forwarded to your case manager and physician.

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INITIALS      If you no-show your appointment and fail to contact our clinic within 24 hours, all future appointments will be cancelled by our staff.

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INITIALS      If you repetitively cancel your appointments, our staff will not be able to schedule future appointments. You will be asked to call daily to see if an appointment is available for that day.

\_\_\_\_\_  
Patient/Guardian Signature

\_\_\_\_\_  
Date