

# Revised Patient Cancellation and No-Show Policy

*Eschman*

PHYSICAL THERAPY  
*Lordex Spine Care Center*

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We want to thank you for choosing Eschman Physical Therapy, LLC.

**Beginning May 19, 2014, there will be a \$35.00 charge billed directly to the patient for a No-Show appointment. This charge will also apply to repetitive cancellations, and any cancelled appointments that did not provide a 24 hour notice.**

## **CANCELLATIONS:**

Eschman Physical Therapy, LLC asks that you please call ahead to CANCEL your appointment *at least 24 hours in advance* if you are unable to attend an appointment scheduled with your therapist. Patient cancellations are noted on the billing sheet, and noted in the treatment log.

Patients who fail to cancel with a 24 hour notice, or do not show for appointments are contacted as soon as possible after the scheduled appointment. Patients will be notified about the missed appointment, and reminded of the cancellation charge.

We understand that a 24 hour notice is not always possible in certain predicaments, such as an emergency or serious injury. Notifying us with these types of dilemmas ASAP would be greatly appreciated.

## **NO-SHOW APPOINTMENTS:**

Our therapists have set aside specific time for all patients. If you do not show up or are consecutively late for your appointments, you are taking away time that a therapist can spend with you. This also prevents an opportunity to replace that treatment slot in the schedule.

Our staff takes time to contact patient's to verify attendance for future appointments, which provides the patient with a reminder for each appointment. It is our intention that appointment reminders prevent cancellations.

It is very important that your commitment to Eschman Physical Therapy and to our therapist's dedication to your recovery is taken very seriously. Our therapists strive to use their time productively with each patient, so please show consideration for them and other patients who need their professional services.

Thank you,  
***The Management & Staff***  
***Eschman Physical Therapy, LLC***