



February 16, 2010

Dear Patients:

Our no-show/cancellation policy is as follows:

A cancel or no-show is documented in the event that the patient cancels or no-shows **without giving 24hrs notice of their scheduled appointment** and does not re-schedule the appointment within the same week. Patients will be afforded the chance to re-schedule one appointment (less than 24 hours notice) each week. Any more than that in a given week will be classified as a cancellation or no-show. **In the event of four (4) cancellations or no-shows within thirty (30) days, the patient will be charged a fee of \$25.00.** The patient will additionally be charged for each cancellation/no show thereafter. After a repeated record of canceling/no showing has been demonstrated (5 cancellations or no-shows within 30 days, 7 within sixty), patients will no longer be able to schedule appointments ahead of time – they may, however, call the day of and schedule an appointment at that time. In some cases, patients will be discharged.

We truly value our patients' time just as we hope that you value ours. Having said that, whenever a patient does not appear for scheduled appointments, everyone is affected – you do not get the treatment that was needed and we lose a spot that another patient could have filled.

Please make every effort to provide at least 24 hours notice if an appointment must be missed. We understand unexpected conflicts can occur and that your lives are as busy as ours. We strive to work together with you to fit your schedules.

Thank you in advance for your understanding and cooperation,

Patrick Hoban, PT, MS, OCS, ATC, FF-CIMT
Owner
Probility Physical Therapy

Agreed to and Acknowledged by:

Patient Name

Patient Signature

Date

Enjoy Your Life Again!