

Cancellation & No-Show Policy

At Advance Physical Therapy, we do ask that you read and understand our cancellation and no-show policy. We do ask that you provide us with at **least 24 hours' notice** when cancelling an appointment. If we are not provided with at least 24 hours' notice, you will be charged a **\$75** fee. This goes for not showing up for a scheduled appointment as well. If you are willing to reschedule that appointment within the same week, then the fee will be waived. This fee will be marked on your next appointment and to be collected by you, the patient, and NOT billed to insurance.

We do understand that people get sick, and emergencies do happen, and we will be willing to waive the fee under these circumstances.

You may contact us by phone and by leaving a message if after hours and via email. **Please do not respond to your text message reminders as this will not be delivered to us.**

Please understand that our schedule fills up rather quickly and we tend to have a waitlist for patients wanting to get in and be seen. When you cancel last minute, we have lost opportunity to fill that spot but more importantly you are no longer on track with the plan of care. Our therapists plan the day and treatment for each patient and it's crucial that you attend as prescribed to stay on track with your plan of care and to continue to progress.

We want nothing more than to get you back to enjoying life and doing all the things you love.

Thank you for your understanding and cooperation!

Al Jones & Advance Physical Therapy Team

Patients Name: _____

Patients Signature: _____

Date: _____

