

# WESTLAKE PHYSICAL THERAPY

## CANCELLATION, NO-SHOW & LATE-SHOW POLICY

Cancellations, no-shows and late-shows unnecessarily delay the delivery of healthcare to other people who are in need of treatment and slow your individual rehabilitation progress.

### Late-Show Policy:

- If you are late to your appointment, you may be asked to reschedule the appointment. Every effort will be made to treat you the same day.

### Cancellation and No-Show Policy:

- If you need to change a scheduled appointment, we require a 24-hour notice.
- If you do not contact our office more than 24 hours in advance to cancel an appointment, you will be billed a fee.
- A no-show is defined as missing a scheduled appointment without calling us to cancel the appointment and will result in a fee
- Appointments scheduled on the same day as your call, will require at least a one-hour notice of cancellation.
- The fee amount is \$25.00. This fee is NOT covered by insurance carriers and is your responsibility.
- If you have excessive cancellations or no-shows, you may be subject to dismissal from the practice.

**I have read and understand the above terms and policies. I agree to abide as outlined above until further notice or until written notification is received which requests nullification.**

\_\_\_\_\_  
Signature of Patient or Responsible Party

\_\_\_\_\_  
Date

\_\_\_\_\_  
Relationship

### OFFICE USE ONLY:

\_\_\_\_\_  
Patient NAME

\_\_\_\_/\_\_\_\_/\_\_\_\_  
dob