

As a patient of STAR Physical Therapy, you are entitled to the best care we can possibly provide. It is advisable that you schedule your appointments in 4-8 week intervals to assure that you have proper continuation of your care. We have the following guidelines established at our clinic.

- In the event you need to cancel an appointment, we request at least 24 hours notice.
- Unfortunately, we have experienced patients canceling with less than 24 hours notice or no showing for appointments. Therefore, we have found the necessity to institute a \$50.00 cancellation / no-show fee, charged to you, to be paid when you have 2 no shows / cancellations without 24 hours notice. All existing appointments will be cancelled and no further appointments will be made until the \$50.00 charge is paid.
- Arriving on time for your appointments is also critical to the optimal delivery of care. Chronic late arrivals are disruptive and may indicate a lack of commitment to your health and wellness. A 45-minute block of time is set-aside for each patient. Arriving on time assures that you will be receiving your full 45 minutes set aside for you.

In the event that you are discharged from our care as a result of attendance issues, your referring provider and / or case manager will be notified of the reason for discharge from physical therapy.

Please sign in acceptance of this policy;

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Name

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Date