



Marshall Sports Medicine Institute

PHYSICAL THERAPY Cancellation / No-Show Policy

The therapists and staff of the Marshall Sports Medicine Institute are glad you are here. Your successful rehabilitation is our top priority. To achieve the best possible outcome, a specific treatment schedule has been developed for you. To achieve the best possible results, you must attend your therapy sessions as scheduled. Because we reserve time in our schedule specifically for you, we ask your cooperation in making every effort to keep your scheduled appointments.

Please take a moment to review the guidelines we have put in place to ensure that you get the most out of your rehabilitation experience at the Marshall Sports Medicine Institute.

► **Cancel in Advance**

- Please give at least 24-hour notice in the event of a cancellation. If you are unable to give 24-hour notice, please contact us as soon as possible. If you are more than 15 minutes late, your appointment will likely need to be rescheduled due to conflict with scheduled appointments that follow yours. If you are aware that you are going to be late, please call the office as soon as possible to let us know at **304.691.1880**.
- You may be subject to a \$25 charge for late cancellation (cancelling your appointment within less than 24 hours of your scheduled time). This charge will not be covered by insurance, but will have to be paid out of pocket.
- Three late cancellations (cancelling your appointment within less than 24 hours of your scheduled time) within a 30-day period will result in discharge from the physical therapy program.

► **Don't Miss Without Cancelling**

- If you miss your appointment without calling in advance, you are considered a NO SHOW. After your first NO SHOW, any additional NO SHOWS will result in cancellation of any future appointments you have scheduled. You will need to call to resume physical therapy and reschedule your appointments.
- After three NO SHOWS, you will be discharged from the physical therapy program and required to obtain a new order from your referring physician before any appointments can be scheduled.

► **DO NOT CANCEL if you are feeling worse and/or believe treatment is not working.**

Remember that your pain will probably fluctuate as your course of treatment progresses. Please keep your appointment and discuss your concerns with your physical therapist.

► **DO NOT CANCEL if you are feeling better.**

Please keep your appointment so that your plan can be updated and you're prepared for discharge.

When you don't keep your scheduled appointment, you don't get the treatment you need, and patients who could have been scheduled for treatment in your time slot cannot get the treatment they need. As a courtesy,

- *please make every effort to attend your scheduled appointment, or*
- *please call us at **304.691.1880** as soon as possible if you are unable to attend.*

We appreciate the opportunity to provide you with uncompromising care. Thank you for your consideration of our staff and other patients.