



## Attendance Policy

It is our goal at Physical Therapy By Phoenix to provide each patient with high quality, individualized care. Your consistent attendance is imperative for your treatment plan to be effective.

Our attendance policy is below:

- If you are unable to attend, we ask that you call 24 hours prior to your scheduled appointment time to cancel or reschedule. This will allow us time to offer your appointment to another patient.
- There will be a **\$35.00 service charge** for any no-show appointment or cancellation that occurs after the 24 hour mark.
- No cancellations will be accepted over the weekend
  - The exception is a personal emergency or sickness.
- This fee will be collected at time of cancellation.
- If a card is not saved on file, this fee will need to be paid before beginning the next visit.
  - Missing more than two scheduled appointments without 24-hour advance notice may result in cancellation of future scheduled appointments or discharge from physical therapy.

From the staff at *Physical Therapy by Phoenix*, we appreciate your cooperation and look forward to helping you attain your goals.

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Patient Signature/Acknowledgement

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Date

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Staff Initials