



Life Strength Physical Therapy, Inc.
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Cancellation Policy

At Lifestrength Physical Therapy, our primary goal is to get you better as quickly as possible. You will not help your recovery if you do not make your scheduled appointments. We understand there will be reasons that are legitimate for not showing for appointments so we will be as understanding as possible.

One of the difficulties of having a successful, busy practice is scheduling all the follow up visits patients require. Please understand that when you cancel late or do not show up without notification, we may not be able to fill your scheduled appointment slot with another patient. So when patients do not arrive for their appointments it affects others who want to be seen. As a result of this situation, effective 09/04/12, patients **will be charged** for failure to make their scheduled appointments without proper cancellation notification.

We require a **minimum of 12 hours** notice or a message on our answering device before we open for the day for an appointment to be properly canceled. Earlier confirmation of a cancellation is recommended because it will allow us to possibly fill the time slot with another patient.

Charges will accrue at **\$70.00 per cancellation or “no show”**. The cancellation or “no show” will be charged to the patient’s account, not to the insurance company. Subsequent failures to abide by this policy will also be charged. We will consider any reasonable excuse given by the patient to justify the late cancellation or “no show”.

After three “no shows” or a pattern of late cancellations, you will no longer be allowed to schedule in advance and will have to call in the morning to be worked in if possible. We regret that we have to institute this change in policy. We appreciate your understanding and thank you for choosing us for your rehabilitation.

Patient or Responsible Party

Signature

Date