



Schuylerville Physical Therapy Requires 24 Business Hours Notice When Canceling or Rescheduling an Appointment.

Schuylerville Physical Therapy, PC strives to provide each patient with the highest quality of care while attempting to accommodate your schedule for your convenience. Your consistent attendance of the planned treatment regimen is paramount to your full recovery.

We understand that emergencies can occur, cancellations, especially last minute ones, along with no-shows, decrease our ability to accommodate the scheduling needs of other patients. We ask for your full cooperation with the following policy:

- Appointments which are missed or cancelled less than 24 business hours in advanced will result in a **\$15** charge for that appointment.
- Failure to show up for an appointment (“NO SHOW”) without notifying us will result in a fee being charged for that appointment.
- No cancellation fee will be charged if the missed appointment is made up within the same week it was scheduled on a day that you do not have another appointment scheduled.
- All cancellations and no-shows will be documented in your medical record and appropriately reported to your physician and insurance/third party payer.
- THE PATIENT IS RESPONSIBLE FOR THE FEE, NOT THE INSURANCE/THIRD PARTY PAYER.

Though appointment cards are used as a reminder, there sometimes can be error. **It is the patient’s responsibility to know when the appointment is, to check with the clinic to confirm if needed, and to arrive on time.**

If you have 3 late cancellations or no-shows during your treatment time with us, we reserve the right to formally discharge you from therapy.

All of the staff at Schuylerville Physical Therapy, PC appreciates your anticipated adherence and cooperation with this policy. We wish you the best of luck with your treatment!

Signature of patient/auth rep

Date