



ABILITY PHYSICAL THERAPY

PATIENT GUIDELINES AND CANCELLATION POLICY

1. Patients should arrive for their appointments on time in order to allow all patients adequate time for their therapy. Patients arriving late for a scheduled appointment may not be allocated extended treatment time.
2. Patients should come appropriately dressed in attire that will allow them comfortable movement and to perform physical activity such as gym shoes, shorts and t-shirts/tank tops.
3. All patients are required to sign in upon arrival in order to have their treating therapist notified.
4. Food, gum, and drinks other than water are not permitted in the patient treatment areas.
5. Cell phones should be turned off or be on vibrate to avoid disturbing other patients or interrupt treatment.
6. Patients are required to wait in the waiting room areas until they are called in by a staff member.
7. Only the patient is permitted in the treatment. Other adults or children are not permitted in the treatment area unless prior arrangements have been made. Children are never permitted to use any clinical equipment unless they are being treated in therapy.
8. A release for treatment must be filled out by any parent that must leave their children under the age of 18 during their therapy session. Children must be picked up promptly following therapy.
9. If you or your child are unable to keep your appointment due to illness or any other reason. Please call at least 24 hours in advance to reschedule your appointment, a cancellation/ no-show fee of \$30.00 may be charged.
10. Attending your scheduled therapy sessions is one aspect of your treatment that you can control. If you are not here we cannot help you reach your recovery goals. In the event of cancellation of less than 24 hours , or not attending your appointment without calling at all, the following policies are in effect:
 - 10.1 First offense- a verbal request that this doesn't happen again with a reminder of this policy.
 - 10.2 Second offense- your physician, and/or case manager, and/or insurance company will be notified if you cancel or do not show up for two appointments without reasonable cause.
 - 10.3 Third offense- inability to schedule again with written notification of non-compliance to physician and/or case manager, and/or insurance company.

Your signature certifies that you have read the foregoing and accept its terms

PATIENT/GUARDIAN

DATE

RELATIONSHIP TO PATIENT

DATE