



Eastern Therapy

*PT, OT and Speech*

Solutions

## *Missed Appointment Policy*

We strive to provide our patients with the utmost professionalism and excellence of service. Our commitment to your well-being and gain of your abilities is our priority.

Your adherence to the recommended number of treatments is a vital component of your progress; therefore, we have implemented a missed appointment policy to help you achieve optimum results. Our providers kindly reserve their time for you- please respect this benefit by letting us know as soon as possible if you are unable to keep your appointment.

With the exception of a serious emergency, we require 24 hours notice to reschedule an appointment. In such a case, please call our office for assistance with rescheduling your appointment in the same week. Due to the popularity of our staff we cannot guarantee that we will be able to reschedule your appointment within the same week, but will work to accommodate you to the best of our ability.

- In an instance of cancellation, without 24 hours notice, we reserve the right to charge you a \$25.00 fee.
- In an instance of a no-show (no notification), we reserve the right to charge a \$50.00 fee.
- In instances of repeated noncompliance with your scheduled visits, we also reserve the right to discontinue care and will inform your physician of the fact that your service has been discontinued due to non-compliance with the prescribed rehabilitation order.

We appreciate you greatly as our patient and strive to accomplish wonderful results and success for you.

Patient/Guardian Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_