

### Cancellation and Missed Appointment Policy

*Attending all physical therapy sessions regularly and in accordance with the recommendations of your physical therapist is critical in ensuring that you will meet your physical therapy goals. At Pinnacle, we feel strongly that each client deserves individual attention during his/her therapy time and therefore, your scheduled appointment is reserved for only you. Because of this, a missed appointment without 24 hour advance notice represents lost time that could be assigned to another client. That being said, we understand that appointments occasionally need to be rescheduled. By providing us with advance notice, we are able to best manage your care while also helping other clients who are in need of an appointment. We appreciate your understanding in adhering to our updated policy.*

**Scheduled appointments may be rescheduled for any reason and without penalty if our office is notified in advance of at least 24 hours of the scheduled appointment time. When possible, advance notice of more than 24 hours is preferable and very much appreciated.**

**\*Please keep in mind that it is in your best interest to maintain the recommended frequency established in your plan of care.**

**A “late cancellation” is defined as any cancelled appointment where notice is given less than 24 hours in advance of the scheduled appointment time. A \$75 fee will automatically be charged to your account in the event of a late cancellation.**

**A “no-show” appointment is defined as any missed appointment where no advance notice is given to our office. All “no-show” appointments will incur a \$75 missed appointment fee without exception.**

**Late arrivals of 20 minutes or more may be subject to cancellation with an associated “late cancellation” fee of \$75. Calls to our office if you are running late are always appreciated so that we may try our best to accommodate you.**

\_\_\_\_\_  
Patient Name

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Date