



Scheduling Policy

(Meant to be read!)

We take scheduling seriously at In Touch Therapy, because it can make the difference between whether you succeed in your treatment or not. We want you to succeed! Usually your therapist and referring doctor (if you have one) have prescribed a set frequency of treatment. Showing up for your visits as scheduled is vital. Other than that, all you need to do is follow your therapist's instructions and we should be able to help you achieve your goals in treatment.

- We require 24 hours notice if there is a *need* to cancel. Please call as soon as you realize that you will not be able to make your appointment. It is your responsibility to have an alternative time in mind that will ensure you get in the full prescribed number of treatments for that week, if possible.
- There is a \$15 charge for a cancellation without proper notice. This charge will not be covered by insurance, but will have to be paid by you personally at your next visit. If you do not contact us about your appointment, we may have to take you off your future appointments already scheduled to make room for other patients in need of treatment. Basically, we need you to communicate with us if there is an exception to what is expected so we can keep things running smoothly for you and others.
- We try our best to be on time with our scheduled appointments (which we do most of the time!) and appreciate your help to that end. For this reason, the cancellation fee may be applied if you are more than 10 minutes late for an appointment. If possible, we will try to fit you into the schedule but you may have to be rescheduled on another day.
- For Worker's Compensation and Personal Injury patients, documentation of any missed appointments is forwarded to your Case manager and Primary Physician. Multiple or repeated cancellations/no-shows could jeopardize your claim or coverage (benefits).



- Please understand that your pain will probably decrease but could increase for a short time as your course of treatment progresses before it is finally erased. Either condition can seem to be reason not to come in: a) You're feeling worse and think the treatment is not working or b) You're feeling better and it's a great day for fishing. Neither of these conditions is a legitimate reason not to come without discussing a change of frequency with your therapist first: a) If you're in pain, come in so we can figure-out what needs to change for you to get better or, b) If you're out of pain, now is the time to begin doing some real correction of the underling cause(s) of your problem and educate you so you won't re-injure yourself in the future, etc.

When you don't show as scheduled, three people are hurt: ¹You because you don't get the treatment you need as prescribed by the PT (and doctor in most cases); ² the therapist who now has a space in their schedule since the time was *reserved specifically for you*; and ³another patient who could have been scheduled for treatment if you had given proper notice.

We keep an active call list to get people in quicker. We *use* this list to help patients get in sooner. When you call in as soon as you know you cannot come in it helps us to help someone else sooner! Remember you may have already benefited from this by someone else using this policy. (Please leave a message if we are not here, even on the weekends.)

We *do not* want to charge you this fee. We are using this policy to help you and others get better as quickly as possible. Please co-operate with us in the regard. We're looking forward to helping you!

- By signing, I am simply attesting that I understand this policy and will follow the agreement. I will give proper notice if I need to cancel or reschedule an appointment.

Patient or Guardian Signature

Date