



EMINENCE PHYSICAL THERAPY CANCELLATION POLICY

A \$50 cancellation charge applies if notification of appointment cancellation is not received within 24 hours of your scheduled appointment.

A \$25 cancellation charge applies if notification received within 24 hours of your scheduled appointment.

These fees **MUST BE PAID IN FULL** before the resumption of future scheduled appointments and services.

Patients will be DISCHARGED from Eminence Physical Therapy services in the following instances:

- If he or she has 2 failures to provide notification of appointment cancellation as described in this policy
- If he or she has 3 cancellations that occur less than 24 hours of the scheduled appointment
- If he or she exhibits any threatening, harmful, or disruptive behavior towards the physical therapist

Eminence Physical Therapy has the right to cancel or reschedule any appointment without charge to the patient in the following situations:

- In the event of inclement weather
- In the instance of a personal emergency and/or illness
- Unforeseen traffic delays
- If the therapist determines professionally that your medical condition warrants postponement of your scheduled appointment

Your therapist will notify you promptly if these conditions occur.

***THERE ARE ABSOLUTELY NO EXCEPTIONS TO THIS POLICY!**

***I acknowledge that I have received, read and understand the cancellation policy**

Patient Signature or Signature of Authorized Representative: _____

Relationship of Representative to Patient: _____

Printed Name: _____

Date: _____